

SERVICE VENDOR ANALYSIS
THIRD-PARTY MAINTENANCE
VOLUME II

INPUT

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Customer Service Program (CSP)

***Service Vendor Analysis—
Thlrd-Party Maintenance Vol. II***

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Table of Contents

I	Introduction	1
II	TPM Service Vendor Analyses	3
	1. Act Magnetic Technology	4
	2. Advanced Technology Services, Inc.	6
	3. American Computer Hardware	8
	4. Applied Magnetics Corporation	10
	5. Argos, Inc.	12
	6. ASJ Support Services	14
	7. Baum Control Systems, Inc.	16
	8. Besco Computers	18
	9. Bull Worldwide Information Systems	20
	10. Business Equipment House, Inc.	22
	11. C & L Terminals, Inc.	24
	12. C E Services Inc.	26
	13. C. Hoelzle Associates, Inc.	28
	14. Caltech, Inc.	30
	15. Camex-CPX	32
	16. CDC Computer Systems And Services	34
	17. Century Data Systems, Inc.	36
	18. Circuit Repair Corporation	38
	19. Circuit Test, Inc.	40
	20. Cirvis, Inc.	42
	21. Communications Test Design, Inc.	44
	22. Compupair, Inc.	46
	23. Computer Maintenance Service	48
	24. Computer Service Supply Corp.	50
	25. Computer Systems Repair, Inc.	52
	26. Comsel Corporation	54
	27. Contel Federal Systems	56
	28. Custom Computer Specialists, Inc.	58
	29. Data Acquisitions Labs, Inc.	60
	30. Data Consultants Services	62

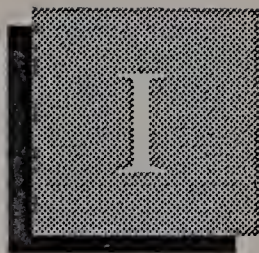
Table of Contents (Continued)

II	31. Data Entry, Inc.	64
	32. Data Tech Reliance	66
	33. Datamemory Corp.	68
	34. Datasat Company, Inc.	70
	35. Dataserv Computer Maintenance	72
	36. Decision Data Service, Inc.	74
	37. Dictaphone Corporation	76
	38. Digital Data Systems, Inc.	78
	39. Dow Jones Service	80
	40. Drive Repair Laboratories	82
	41. Dynservice Network	84
	42. EF Industries	86
	43. Efficient Field Service Corp.	88
	44. Electroservices Laboratories	90
	45. Eyedot Computer, Inc.	92
	46. First Service Technology	94
	47. GE Computer Services	96
	48. General Disk Corp.	98
	49. Grumman	100
	50. Halifax Computer Services	102
	51. Hanson Data Systems	104
	52. Headmaster Repair, Inc.	106
	53. Hitachi Data Systems	108
	54. Idea Servcom	110
	55. Iicon Corp.	112
	56. Impact Printhead Services	114
	57. Integrated Automation, Inc.	116
	58. Integrated Systems Group	118
	59. Intelogic Trace	120
	60. International Technical Services	122
	61. Jadtec Computer Group	124
	62. KCS Computer Services	126
	63. Ketterman's, Inc.	128
	64. Key Data Systems, Inc.	130
	65. Logical Solutions Company	132
	66. Magnetic Recovery Technoligists	134
	67. Magretech, Inc.	136
	68. McDonnell Douglas Field Service Company	138
	69. Medical Systems Support, Inc.	140
	70. Mosler, Inc.	142
	71. National Computer Systems	144
	72. National Customer Engineering	146
	73. NCR Corporation	148
	74. Peregrine, Inc.	150
	75. Peripherals Manufacturing, Inc.	152
	76. Premier Computer Corporation	154

Table of Contents (Continued)

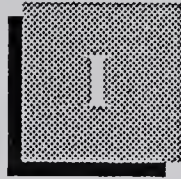
II

77. Protek Computer Services	156
78. PTXI	158
79. The Repair Company	160
80. Rex Service Company	162
81. Reynolds & Reynolds	164
82. RTK Communications Group	166
83. Scopus Corporation	168
84. Sector Computer Systems	170
85. Shields Business Machines, Inc.	172
86. Sirius Computer	174
87. Sorbus	176
88. SRM, Inc.	178
89. SSCI	180
90. Storage Technology Corp.	182
91. Systems Specialist Consultants	184
92. TMC, Inc.	186
93. Total Tec Systems	188
94. Tri-Sys Computer Corp.	190
95. TRW Customer Service Division	192
96. Unisys	194
97. United Computer Systems, Inc. (CA)	196
98. United Computer Systems, Inc. (MD)	198
99. URS Information Systems, Inc.	200
100. Western Union	202
101. Xerox Corp.	204



Introduction





Introduction

The *Service Vendor Analysis—Third-Party Maintenance* report is the second in a series of three reports covering the TPM marketplace as part of INPUT's 1989 U.S. Customer Service Program. The two volume report provides a comprehensive snapshot of the TPM arena, outlining demographic, operational, and strategic information on 101 leading TPM organizations.

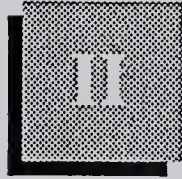
This second volume of the analysis presents information on 101 key third- and fourth-party support vendors in a convenient directory style, designed for easy reference. In-depth profiles of eleven leading TPMs are contained in Volume I of the *Service Vendor Analysis—Third-Party Maintenance* report. (These strategically oriented profiles include CDC Third-Party Maintenance Division, Dataserv, Decision Data, GE Computer Services, Grumman, IDEA Servcom, Intellogic Trace, McDonnell Douglas Field Service, NCR, Sorbus, TRW.)

The information contained in our analyses came directly from the 101 TPMs included. INPUT contacted appropriate executives within each organization by phone to discuss the company's competitive position, and further researched pertinent literature and news items to round out each firm's profile. The questionnaire used in the information-gathering process is contained in the Appendix of Volume I of this report.



TPM Service Vendor Analyses





TPM Service Vendor Analyses

ACT MAGNETIC TECHNOLOGY

Four Wrigley
Irvine, CA 92718
(714) 770-6575

Dennis Setera, President
\$2.1 million in 1988 TPM revenues
Active 8 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

16 total service employees:
3 in service management
10 field engineers
3 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Seagate, Miniscribe, Micropolis

Products maintained:
minicomputers
microcomputers
peripherals

Services provided:
manufacturer warranty work
disaster recovery
conversion/upgrade

remedial maintenance
refurbishment

(continued)

ACT MAGNETIC TECHNOLOGY

Four Wrigley
Irvine, CA 92718
(714) 770-6575

(continued)

Business Base

Service business is:
13% contract based
87% flat fee/incident

Support is delivered:
2% remote support services
98% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
banking/finance
education
state/local gov't

transportation
medical
insurance
federal gov't

Principal competition comes from Premier, Bell Atlantic firms.

New offerings are to include expanding on drive repair services currently offered; extension into more hardware oriented systems offerings.

ADVANCED TECHNOLOGY SERVICES, INC.

2000 E. Washington St.
East Peoria, IL 61611
(309) 698-5700

Vern Lefler, Vice President
\$22.0 million in 1988 TPM revenues
35% growth expected for 1989
Active 4 years in the TPM market

The Company

15 service locations:

- 1 repair depot
- 5 parts depots

375 total service employees:

- 45 in service management
- 100 in field support
- 200 field engineers
- 30 in administration

Geographic coverage includes:

- the Northeast
- the Southeast
- the Central states
- the Southwest
- the Northwest

Service Coverage

Brands supported include:

DEC, IBM, Epson, Zenith, Toshiba, Compaq, AT&T

Products maintained:

- minicomputers
- superminis
- microcomputers
- peripherals
- telecommunications
- LAN
- PBX
- modem
- FAX
- multiplexor
- front-end processors

Services provided:

- remedial maintenance
- ECO/FCO (change orders)
- consulting
- disaster recovery
- fourth-party maintenance
- conversion/upgrade

- preventive maintenance
- software maintenance
- training
- installation/relocation
- refurbishment
- equipment sale/lease

ADVANCED TECHNOLOGY SERVICES, INC.

2000 E. Washington St.
East Peoria, IL 61611
(309) 698-5700

(continued)

Business Base

Service business is:
70% contract based
30% hourly per-call

Support is delivered:
70% on site
25% repair depot/carry-in
5% by other means

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	federal gov't
state/local gov't	

Principal competition comes from DEC.

New offerings are to include factory integration services.

AMERICAN COMPUTER HARDWARE

2205 S. Wright St.
Santa Ana, CA 92705
(714) 549-2688

Ed St. Amour, President
Active 10 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

26 total service employees:
4 in service management
10 in field support
7 field engineers
5 in administration

Geographic coverage includes:
the Southwest

Service Coverage

Brands supported include:
Data Products

Products maintained:
peripherals

Services provided:
remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

(continued)

AMERICAN COMPUTER HARDWARE

2205 S. Wright St.
Santa Ana, CA 92705
(714) 549-2688

(continued)

Business Base

Service business is:

- 65% contract based
- 35% hourly per-call

Support is delivered:

- 50% on site
- 5% remote support services
- 45% repair depot/carry-in

Strategic Factors

Industries targeted include:

- | | |
|------------------|-----------------|
| transportation | medical |
| distribution | banking/finance |
| services | federal govt |
| state/local govt | |

New offerings are to include Smartbox printer testing.

APPLIED MAGNETICS CORPORATION

Brumko Division
150 Binfield St.
Elkhorn, NE 68022
(402) 289-2400

Robert Masoner, President
\$10.0 million in 1988 TPM revenues
5% growth expected for 1989
Active 12 years in the TPM market

The Company

3 service locations:
3 repair depots
2 parts depots

46 total service employees:
18 in service management
20 in field support
8 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, DEC, Data General, Memorex, CDC, Unisys,
HP and remanufactured disk heads

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals

Services provided:
manufacturer warranty work
training
fourth-party maintenance
conversion/upgrade

consulting
installation/relocation
refurbishment

(continued)

APPLIED MAGNETICS CORPORATION

Brumko Division
150 Binfield St.
Elkhorn, NE 68022
(402) 289-2400

(continued)

Business Base

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from diskhead repair houses.

ARGOS, INC.

2495 West Shaw
Fresno, CA 93711
(209) 221-7211

Alan Thodey, President
Active 10 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

15 total service employees:
7 in field support
5 field engineers
3 in administration

Geographic coverage includes:
the Southwest
the Northwest

Service Coverage

Brands supported include:
Kaypro, Okidata, ARC, Acer, GLI, other IBM compatibles

Products maintained:
microcomputers
peripherals

Services provided:
remedial maintenance
software maintenance
training
conversion/upgrade

preventive maintenance
consulting
installation/relocation
equipment sale/lease

(continued)

ARGOS, INC.
2495 West Shaw
Fresno, CA 93711
(209) 221-7211

(continued)

Business Base

Service business is:
30% contract based
70% hourly per-call

Support is delivered:
30% on site
20% remote support services
50% repair depot/carry-in

Strategic Factors

Industries targeted include:
transportation
distribution

utilities
services

ASJ SUPPORT SERVICES

3950 Dow Road
Melbourne, FL 32935
(407) 242-2002

Anthony S. Jackson, President
\$5.0 million in 1988 TPM revenues
25% growth expected for 1989
Active 10 years in the TPM market

The Company

24 service locations:
2 repair depots
22 parts depots

70 total service employees:
11 in service management
10 in field support
39 field engineers
10 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
Sun, Data General, Apollo, Versatec, ASJ, C.Itoh, Cipher,
CDC, Dataproducts, Fujitsu, Hazeltine, Hitachi,
Hewlett-Packard, Interlan, Lear Siegler, NEC, Mitsubishi,
Maxtor, Priam, Printronix, Remex, Shugart, Tektronix,
Trilog, Visual, Wyse, Wangco, Zetaco

Products maintained:
minicomputers
superminis
microcomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
training
fourth-party maintenance
conversion/upgrade

(continued)

BAUM CONTROL SYSTEMS, INC.

15 Catherwood Rd.
Ithaca, NY 14850
(607) 257-3524

Larry F. Baum, President
\$0.2 million in 1988 TPM revenues
40% growth expected for 1989
Active 8 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

4 total service employees:
1 in service management
2 field engineers
1 in administration

Geographic coverage includes:
the Northeast

Service Coverage

Brands supported include:
Hewlett-Packard, Epson, Novell, Compaq

Products maintained:
microcomputers
peripherals
telecommunications
LAN
modem
FAX

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
conversion/upgrade
file conversion

remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
equipment sale/lease

(continued)

BAUM CONTROL SYSTEMS, INC.

15 Catherwood Rd.
Ithaca, NY 14850
(607) 257-3524

(continued)

Business Base

Service business is:

- 40% contract based
- 40% hourly per-call
- 20% flat fee/incident

Support is delivered:

- 20% on site
- 10% remote support services
- 70% repair depot/carry-in

Strategic Factors

Industries targeted include:

- | | |
|-------------------|-----------------|
| manufacturing | transportation |
| utilities | medical |
| distribution | banking/finance |
| insurance | education |
| services | federal gov't |
| state/local gov't | other |

Principal competition comes from local and regional computer stores.

New offerings are to include Novell and Compaq service.

BESCO COMPUTERS

P.O. Box 1217
Columbus, MS 39701
(601) 328-6860

Irwin Tate, President
10% growth expected for 1989
Active 10 years in the TPM market

The Company

2 service locations:
2 repair depots
2 parts depots

18 total service employees:
2 in service management
14 field engineers
2 in administration

Geographic coverage includes:
the Southeast

Service Coverage

Brands supported include:
IBM, NCR, Apple, Texas Instruments, Data General, Epson,
Okidata, Brother, Panasonic, Sony

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
FAX
multiplexor

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
conversion/upgrade
file conversion

(continued)

BESCO COMPUTERS

P.O. Box 1217
Columbus, MS 39701
(601) 328-6860

(continued)

Business Base

Service business is:

- 80% contract based
- 10% hourly per-call
- 10% flat fee/incident

Support is delivered:

- 70% on site
- 10% remote support services
- 20% repair depot/carry-in

Strategic Factors

Industries targeted include:

- | | |
|---------------|-------------------|
| manufacturing | utilities |
| medical | insurance |
| education | services |
| federal gov't | state/local gov't |

Principal competition comes from national vendors.

BULL WORLDWIDE INFORMATION SYSTEMS

Customer Service Division
151 Needham Street
Newton Highland, MA 02161
(617) 552-5411

Roland Pampel, President
\$35.0 million in 1988 TPM revenues
Active 7 years in the TPM market

The Company

200 service locations:
1 repair depot
60 parts depots

1200 total service employees

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, Apple, Printronix, Zilog

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
LAN
modem

Services provided:
manufacturer warranty work
installation/relocation
equipment sale/lease

remedial maintenance
conversion/upgrade

(continued)

BULL WORLDWIDE INFORMATION SYSTEMS

Customer Service Division
151 Needham Street
Newton Highland, MA 02161
(617) 552-5411

(continued)

Business Base

Service business is:
99% contract based
1% hourly per-call

Support is delivered:
90% on site
10% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from IBM, Unisys, NCR, TRW, Sorbus, IT.

New offerings are to include LAN/PC Network management, software support and system integration services.

BUSINESS EQUIPMENT HOUSE, INC.

5647 West Diversey Ave.
Chicago, IL 60639
(312) 889-9393

Harold Root, President
\$1.0 million in 1988 TPM revenues
Active 15 years in the TPM market

The Company

3 service locations:
1 repair depot
1 parts depot

8 total service employees:
1 in service management
7 field engineers

Geographic coverage includes:
the Central states

Service Coverage

Brands supported include:
Prime, Wyse, DEC

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
modem
multiplexor
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
conversion/upgrade
file conversion

remedial maintenance
software maintenance
training
refurbishment
equipment sale/lease

(continued)

BUSINESS EQUIPMENT HOUSE, INC.

5647 West Diversey Ave.

Chicago, IL 60639

(312) 889-9393

(continued)

Business Base

Service business is:

75% contract based

25% hourly per-call

Support is delivered:

70% on site

30% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing

banking/finance

education

federal gov't

distribution

insurance

services

state/local gov't

New offerings are to include facility management services.

C & L TERMINALS, INC.

2324 SE Division
Portland, OR 97202
(503) 231-0772

Ken Landgraver, President
\$1.0 million in 1988 TPM revenues
5% growth expected for 1989
Active 18 years in the TPM market

The Company

5 service locations:
5 repair depots
4 parts depots

20 total service employees:
1 in service management
18 field engineers
1 in administration

Geographic coverage includes:
the Southwest
the Northwest

Service Coverage

Brands supported include:
Wyse, Televideo, Qume, DEC, Texas Instruments, IBM,
Datasouth, Okidata, Epson, C.Itoh, Facit, Genicom,
Panasonic, Diablo, NEC, Compaq, Hewlett-Packard, Visual,
ADDS, Zenith, Ampex

Products maintained:
microcomputers
peripherals
telecommunications
modem

Services provided:
remedial maintenance
installation/relocation
refurbishment

preventive maintenance
fourth-party maintenance
conversion/upgrade

(continued)

C & L TERMINALS, INC.

2324 SE Division
Portland, OR 97202
(503) 231-0772

(continued)

Business Base

Service business is:
50% contract based
50% hourly per-call

Support is delivered:
70% on site
30% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
insurance
services
state/local gov't

transportation
medical
banking/finance
education
federal gov't
other

C E SERVICES INC.

2895 113th Street
Grand Prairie, TX 75050
(214) 641-0070

(Previously Altai, C E Services Division)

Pete Russey, President
\$6.0 million in 1988 TPM revenues
10% growth expected for 1989
Active 11 years in the TPM market

The Company

3 service locations:
3 repair depots
3 parts depots

113 total service employees:
15 in service management
40 in field support
38 field engineers
20 in administration

Geographic coverage includes:
the Southwest

Service Coverage

Brands supported include:
IBM

Products maintained:
mainframes
peripherals
telecommunications
LAN
modem
multiplexor
satellite earth stations
front-end processors

Services provided:
remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
conversion/upgrade

preventive maintenance
software maintenance
training
refurbishment
file conversion

(continued)

C E SERVICES INC.

2895 113th Street
Grand Prairie, TX 75050
(214) 641-0070

(continued)

Business Base

Service business is:

25% contract based
75% flat fee/incident

Support is delivered:

80% on site
5% remote support services
15% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	state/local gov't

Principal competition comes from IBM, CDC, Sorbus.

New offerings are to include service on the IBM 3090 series.

C. HOELZLE ASSOCIATES, INC.

2632 South Croddy Way
Santa Ana, CA 92704
(714) 850-9191

Chris Hoelzle, President
\$1.9 million in 1988 TPM revenues
Active 10 years in the TPM market

(Previously 850-9191)

The Company

1 service location:
1 repair depot
1 parts depot

20 total service employees:
3 in service management
2 in field support
8 field engineers
7 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Printronic, Anadex, Data Printer, C. Itoh, Centronics

Products maintained:
peripherals

Services provided:
remedial maintenance
ECO/FCO (change orders)
refurbishment

preventive maintenance
fourth-party maintenance
equipment sale/lease

(continued)

C. HOELZLE ASSOCIATES, INC.

2632 South Croddy Way
Santa Ana, CA 92704
(714) 850-9191

(continued)

Business Base

Service business is:
13% contract based
20% hourly per-call
67% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:
services

CALTECH, INC.

1300 Mercantile Lane
Suite 116
Landover, MD 20785
(301) 773-9400

Reginald F. Celestin, President
\$1.8 million in 1988 TPM revenues
23% growth expected for 1989
Active 12 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

27 total service employees:
7 in service management
3 in field support
13 field engineers
4 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, Wang, Zenith, Leading Edge, Hewlett-Packard, Telex

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
PBX
modem
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade
file conversion

CALTECH, INC.

1300 Mercantile Lane
Suite 116
Landover, MD 20785
(301) 773-9400

(continued)

Business Base

Service business is:

60% contract based
40% flat fee/incident

Support is delivered:

70% on site
30% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from IBM, Xerox, GE,
Memorex/Telex, IT, Wang.

New offerings are to include support for Compaq, Toshiba,
Wyse, NEC, DEC, C.Itoh, AT&T and Epson products.

CAMEX-CPX
4700 Calle Bolero
Camarillo, CA 93010
(805) 987-8628

Greg Wolfe, President

The Company

1 service location:
1 repair depot
1 parts depot

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
CDC, Imprimis

Products maintained:
mainframes
peripherals

Services provided:
consulting
fourth-party maintenance
equipment sale/lease

training
refurbishment

(continued)

CAMEX-CPX

4700 Calle Bolero
Camarillo, CA 93010
(805) 987-8628

(continued)

Business Base

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
services	federal gov't
state/local gov't	other

Principal competition comes from CDC, PPS, Arrow
Electronics, NRG.

CDC COMPUTER SYSTEMS & SERVICES

Third-Party Maintenance Div.
8100 34th Ave. South
Minneapolis, MN 55440
(800) 345-9903

Michael E. Sherck, Vice President
\$97.0 million in 1988 TPM revenues
Active 20 years in the TPM market

The Company

100 service locations

900 total service employees:
550 field engineers

Geographic coverage includes:

- the Northeast
- the Southeast
- the Central states
- the Southwest
- the Northwest
- and non-continental US

Service Coverage

Brands supported include:

IBM, DEC, DG, Cipher, Data Products, Zenith, Emulex

Products maintained:

- mainframes
- minicomputers
- superminis
- microcomputers
- peripherals
- telecommunications
- LAN

Services provided:

- manufacturer warranty work
- preventive maintenance
- software maintenance
- training
- installation/relocation
- conversion/upgrade

- remedial maintenance
- ECO/FCO (change orders)
- consulting
- disaster recovery
- refurbishment

(continued)

CDC COMPUTER SYSTEMS & SERVICES

Third-Party Maintenance Div.
8100 34th Ave. South
Minneapolis, MN 55440
(800) 345-9903

(continued)

Business Base

Service business is:
90% contract based
10% hourly per-call

Support is delivered:
99% on site
1% by other means

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from IBM, Sorbus, DEC.

New offerings are to include a broad range of services for data center management.

CENTURY DATA SYSTEMS, INC.

506 North Happington Street
Raleigh, NC 27603
(919) 821-5696

C.R. Wiggins, President
\$1.0 million in 1988 TPM revenues
10% growth expected for 1989
Active 3 years in the TPM market

The Company

13 service locations:
1 repair depot
1 parts depot

30 total service employees:
4 in service management
4 in field support
20 field engineers
2 in administration

Geographic coverage includes:
the Southeast

Service Coverage

Brands supported include:
Casio, Panasonic, Datachecker, Omron, IBM, Remanco, SDA,
Okidata

Products maintained:
minicomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
installation/relocation
refurbishment
file conversion

remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
fourth-party maintenance
equipment sale/lease

(continued)

CENTURY DATA SYSTEMS, INC.

506 North Happington Street
Raleigh, NC 27603
(919) 821-5696

(continued)

Business Base

Service business is:
50% contract based
30% hourly per-call
20% flat fee/incident

Support is delivered:
70% on site
5% remote support services
20% repair depot/carry-in
5% by other means

Strategic Factors

Industries targeted include:
services

Principal competition comes from NCR, IBM, dealer service organizations.

CIRCUIT REPAIR CORPORATION

108 Turnpike
Rowley, MA 01969
(508) 948-7973

Jeff Ferry, President
Active 10 years in the TPM market

The Company

1 service location
1 repair depot

15 total service employees:
3 in service management
10 field engineers
2 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
DEC, IBM, NCR, Texas Instruments, Northern Telecom

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
PBX
modem
FAX
multiplexor
satellite earth stations
front-end processors

Services provided:
remedial maintenance
fourth-party maintenance
conversion/upgrade

ECO/FCO (change orders)
refurbishment

(continued)

CIRCUIT REPAIR CORPORATION

108 Turnpike
Rowley, MA 01969
(508) 948-7973

(continued)

Business Base

Service business is:
100% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing
utilities
distribution

transportation
medical
services

Principal competition comes from manufacturers in PC board repair.

New offerings are to include CLS2000 contact laminating system used to repair damaged surface mount pads and gold contacts.

CIRCUIT TEST, INC.

12749 W. Hillsborough Ave.
Tampa, FL 33635
(813) 855-6685

Allen Braswell, Sr., President
\$7.0 million in 1988 TPM revenues
30% growth expected for 1989
Active 10 years in the TPM market

The Company

2 service locations:
2 repair depots
2 parts depots

100 total service employees:
10 in service management
80 in field support
10 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:

Data General, GE, CDC, Imprimis, Memorex, IBM, Compaq,
Kennedy, Diablo, NEC

Products maintained:

minicomputers
superminis
microcomputers
peripherals
telecommunications
PBX

Services provided:

remedial maintenance
fourth-party maintenance
conversion/upgrade

ECO/FCO (change orders)
refurbishment

(continued)

CIRCUIT TEST, INC.
12749 W. Hillsborough Ave.
Tampa, FL 33635
(813) 855-6685

(continued)

Business Base

Service business is:
100% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing

medical

insurance

services

state/local gov't

utilities

banking/finance

education

federal gov't

other

CIRVIS, INC.

15182 Bolsa Chica Street
P.O. Box 1819
Huntington Beach, CA 92647
(714) 891-2000

John J. Seeger, President
\$0.5 million in 1988 TPM revenues
25% growth expected for 1989
Active 16 years in the TPM market

The Company

1 service location:

1 repair depot

1 parts depot

10 total service employees:

2 in service management

5 field engineers

3 in administration

Geographic coverage includes:
the Southwest

Service Coverage

Brands supported include:

IBM, Apple, Televideo, Epson, Diablo, Compaq, Toshiba,
Zenith, Genicom, Blue Chip, AST, ADDS, Hazeltine, Beehive,
Motorola, Centronics, C.Itoh, Data Products, Datasouth, DEC,
Amdek, Mitsubishi, NEC, Tandon, Wyse, Tandy,
Mannesman-Tally, Okidata, Xerox

Products maintained:

microcomputers

peripherals

telecommunications

LAN

modem

multiplexor

Services provided:

manufacturer warranty work

preventive maintenance

software maintenance

training

installation/relocation

refurbishment

equipment sale/lease

remedial maintenance

ECO/FCO (change orders)

consulting

disaster recovery

fourth-party maintenance

conversion/upgrade

file conversion

(continued)

CIRVIS, INC.

15182 Bolsa Chica Street
P.O. Box 1819
Huntington Beach, CA 92647
(714) 891-2000

(continued)

Business Base

Service business is:

70% contract based
25% hourly per-call
5% flat fee/incident

Support is delivered:

60% on site
40% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from other local independent service firms.

New offerings are to include IBM Series 1 peripheral maintenance; Displaywriter service; Lexitron Support.

COMMUNICATIONS TEST DESIGN, INC.

Goshen Corporate Park
1373 Enterprise Dr.
West Chester, PA 19380
(215) 436-5203

Gerald Parsons, President
\$5.0 million in 1988 TPM revenues
20% growth expected for 1989
Active 6 years in the TPM market

The Company

14 service locations:
14 repair depots
1 parts depot

100 total service employees:
10 in service management
7 in field support
78 field engineers
15 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
AT&T, DEC, IBM, Televideo, Wyse, Zenith

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
modem

Services provided:
manufacturer warranty work
preventive maintenance
fourth-party maintenance
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
refurbishment
equipment sale/lease

(continued)

COMPUPAIR, INC.

7808 Cherry Creek South Dr.
Suite 102
Denver, CO 80231
(303) 368-4541

Penny Ranum, Vice President
Active 8 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

8 total service employees:
1 in service management
1 in field support
3 field engineers
3 in administration

Geographic coverage includes:
the Southeast
the Southwest

Service Coverage

Brands supported include:
Acer, C.Itoh, Star Micronics, Toshiba, NEC, Iomega, Wyse,
Panasonic, Leading Edge, IBM, Compaq, Blue Chip

Products maintained:
microcomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
training
installation/relocation
conversion/upgrade

remedial maintenance
consulting
disaster recovery
refurbishment
file conversion

(continued)

COMPUPAIR, INC.
7808 Cherry Creek South Dr.
Suite 102
Denver, CO 80231
(303) 368-4541

(continued)

Business Base

Service business is:
25% contract based
65% hourly per-call
10% flat fee/incident

Support is delivered:
70% on site
5% remote support services
25% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	medical
distribution	banking/finance
federal gov't	state/local gov't

New offerings are to include authorized service for new manufacturers.

COMPUTER MAINTENANCE SERVICE

8227 Remmet Ave.
Canoga Park, CA 91304
(818) 347-3588

\$0.8 million in 1988 TPM revenues
12% growth expected for 1989
Active 8 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

8 total service employees:
2 in service management
5 field engineers
1 in administration

Geographic coverage includes:
the Southwest

Service Coverage

Brands supported include:
IBM, HP, C.Itoh, NEC, Panasonic, Leading Edge

Products maintained:
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor

Services provided:
manufacturer warranty work
preventive maintenance
consulting
fourth-party maintenance
conversion/upgrade
file conversion

remedial maintenance
software maintenance
installation/relocation
refurbishment
equipment sale/lease

(continued)

COMPUTER MAINTENANCE SERVICE

8227 Remmet Ave.
Canoga Park, CA 91304
(818) 347-3588

(continued)

Business Base

Service business is:
40% contract based
30% hourly per-call
30% flat fee/incident

Support is delivered:
50% on site
50% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	transportation
education	services
federal gov't	state/local gov't

COMPUTER SERVICE SUPPLY CORP.

PO Box 673
Londonderry, NH 03053
(603) 437-0634

Thomas Barnes, President
\$10.0 million in 1988 TPM revenues
25% growth expected for 1989
Active 15 years in the TPM market

The Company

10 service locations:
10 repair depots
10 parts depots

283 total service employees:
10 in service management
250 in field support
15 field engineers
8 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Seagate, IBM, DEC, AT&T, Packard Bell, NEC, Fujitsu, Tandy

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
PBX
modem
FAX
multiplexor
satellite earth stations
front-end processors

Services provided:
fourth-party maintenance
conversion/upgrade

refurbishment
equipment sale/lease

(continued)

COMPUTER SERVICE SUPPLY CORP.

PO Box 673
Londonderry, NH 03053
(603) 437-0634

(continued)

Business Base

Service business is:
100% flat fee/incident

Support is delivered:
20% on site
20% remote support services
60% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from IBM, Seagate, Dataserv,
Camex-CPX.

New offerings are to include exchange of components and
subassemblies.

COMPUTER SYSTEMS REPAIR, INC.

15523 Broadway Center St.
Gardena, CA 90248
(213) 217-8901

Thomas Taranto, President
32% growth expected for 1989
Active 7 years in the TPM market

The Company

2 service locations:
2 repair depots
2 parts depots

200 total service employees:
30 in service management
140 field engineers
30 in administration

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

IBM, Compaq, Apple, AT&T, Leading Edge, Okidata, Epson,
Diablo, NEC, Xerox, Olivetti, Qume, Star Micronics, Brother,
Toshiba, Hewlett-Packard, Amdek, Princeton, Wyse, ALPS,
Toshiba, Shugart, Sony, Mitsubishi, Tandon, Teac, Rodime,
Seagate, Quadram

Products maintained:

microcomputers
peripherals

Services provided:

remedial maintenance
disaster recovery
refurbishment

ECO/FCO (change orders)
fourth-party maintenance
conversion/upgrade

(continued)

COMPUTER SYSTEMS REPAIR, INC.

15523 Broadway Center St.

Gardena, CA 90248

(213) 217-8901

(continued)

Business Base

Service business is:

100% flat fee/incident

Support is delivered:

100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing

utilities

distribution

insurance

services

state/local gov't

transportation

medical

banking/finance

education

federal gov't

other

Principal competition comes from Premier.

COMSEL CORPORATION

8453 N. Tyco Rd.
Vienna, VA 22180
(703) 734-3880

Douglas Ross, President
\$2.0 million in 1988 TPM revenues
20% growth expected for 1989
Active 11 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

9 total service employees:
3 in service management
6 field engineers

Geographic coverage includes:
the Northeast

Service Coverage

Brands supported include:
DEC, Genicom, Esprit, Brother, Anderson Jacobsen, Codex,
AT&T, Cumulus

Products maintained:
microcomputers
peripherals
telecommunications
LAN
modem
FAX
multiplexor

Services provided:
manufacturer warranty work
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

remedial maintenance
consulting
installation./relocation
refurbishment
equipment sale/lease

(continued)

COMSEL CORPORATION

8453 N. Tyco Rd.
Vienna, VA 22180
(703) 734-3880

(continued)

Business Base

Service business is:
75% contract based
20% hourly per-call
5% flat fee/incident

Support is delivered:
75% on site
5% remote support services
20% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	medical
distribution	education
services	federal govt

Principal competition comes from manufacturers and national TPMs.

New offerings are to include Network Monitoring and workstation service.

CONTEL FEDERAL SYSTEMS

Data Systems Service Division
413274 Fiya Way
Marina Del Rey, CA 90292
(213) 827-4477

T. Fred Adams, President
Active 14 years in the TPM market

(Previously Eaton Corporation)

The Company

60 service locations:

- 1 repair depot
- 6 parts depots

700 total service employees:

- 50 in service management
- 25 in field support
- 525 field engineers
- 100 in administration

Geographic coverage includes:

- the Northeast
- the Southeast
- the Central states
- the Southwest
- the Northwest
- and non-continental US

Service Coverage

Brands supported include:

DEC, IBM

Products maintained:

- mainframes
- minicomputers
- superminis
- microcomputers
- peripherals
- telecommunications
- LAN
- modem
- multiplexor
- front-end processors

Services provided:

- remedial maintenance
- ECO/FCO (change orders)
- conversion/upgrade

- preventive maintenance
- installation/relocation

(continued)

(213) 827-4477

(continued)

CUSTOM COMPUTER SPECIALISTS, INC.

1775 Express Drive, North
 Hauppauge, NJ 11788
 (516) 582-5552

Greg Galdi, President
 \$6.0 million in 1988 TPM revenues
 15% growth expected for 1989
 Active 11 years in the TPM market

The Company

1 service location:
 1 repair depot
 1 parts depot

19 total service employees:
 2 in service management
 5 in field support
 5 field engineers
 3 in administration

Geographic coverage includes:
 the Northeast

Service Coverage

Brands supported include:
 Apple, IBM, Hewlett-Packard, Epson, Okidata, General Computer

Products maintained:
 minicomputers
 superminis
 microcomputers
 peripherals

Services provided:
 manufacturer warranty work
 preventive maintenance
 consulting
 disaster recovery
 conversion/upgrade
 file conversion

remedial maintenance
 software maintenance
 training
 installation/relocation
 equipment sale/lease

(continued)

CUSTOM COMPUTER SPECIALISTS, INC.

1775 Express Drive, North
Hauppauge, NJ 11788
(516) 582-5552

(continued)

Business Base

Service business is:
40% contract based
10% hourly per-call
50% flat fee/incident

Support is delivered:
40% on site
10% remote support services
50% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from Business Land, NYNEX.

DATA ACQUISITIONS LABS, INC.

829 Via Alondra
Camarillo, CA 93010
(805) 388-1818

David R. Palmer, President
\$1.3 million in 1988 TPM revenues
25% growth expected for 1989
Active 8 years in the TPM market

The Company

1 service location
1 repair depot

16 total service employees

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage**Brands supported include:**

IBM, Compaq, ITT, Cordata, Tandon, Leading Edge, Vendex,
Head Start

Products maintained:

microcomputers
peripherals
telecommunications
LAN
modem

Services provided:

fourth-party maintenance

(continued)

DATA ACQUISITIONS LABS, INC.

829 Via Alondra
Camarillo, CA 93010
(805) 388-1818

(continued)

Business Base

Service business is:
85% contract based
15% hourly per-call

Support is delivered:
5% on site
95% repair depot/carry-in

Strategic Factors

Industries targeted include:
services

New offerings are to include onsite LAN support contracts.

DATA CONSULTANTS SERVICES

A Div. of Data Design Systems
40 West Gude Drive
Rockville, MD 20850
(301) 424-7870

Dennis H. Ruck, Jr., President
Active 14 years in the TPM market

The Company

6 service locations:
1 repair depot
3 parts depots

20 total service employees:
4 in service management
6 in field support
10 field engineers

Geographic coverage includes:
the Northeast
the Southeast

Service Coverage

Brands supported include:
Data General, Okidata, Fujitsu, CDC, Zetaco, DataRAM,
Centronics, Genicom, IBM compatible PCs, Okidata

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor

Services provided:
remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

(continued)

DATA CONSULTANTS SERVICES

A Div. of Data Design Systems
40 West Gude Drive
Rockville, MD 20850
(301) 424-7870

(continued)

Business Base

Service business is:

- 80% contract based
- 10% hourly per-call
- 10% flat fee/incident

Support is delivered:

- 80% on site
- 5% remote support services
- 10% repair depot/carry-in
- 5% by other means

Strategic Factors

Industries targeted include:

- | | |
|-------------------|-----------------|
| manufacturing | transportation |
| utilities | medical |
| distribution | banking/finance |
| insurance | education |
| services | federal gov't |
| state/local gov't | other |

Principal competition comes from Data General, other TPMs.

DATA ENTRY, INC.

114 Live Oaks Blvd.
Casselberry, FL 32707
(407) 339-5062

James Walton, President
\$0.5 million in 1988 TPM revenues
20% growth expected for 1989
Active 17 years in the TPM market

The Company

4 service locations
1 repair depot

8 total service employees:
1 in service management
6 field engineers
1 in administration

Geographic coverage includes:
the Southeast

Service Coverage

Brands supported include:

IBM, DEC, Data General, CDC, Point 4, Lee Data,
General Automation, Plessey, Plexus, Wyse, Televideo, ADDS,
Lear-Siegler, Hazeltine, Qume, Kennedy, Emulex, Cipher,
Fujitsu, Pertec, Priam, Printronix, Data Products,
Texas Instrument, Brother, Okidata, NEC

Products maintained:

mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor
front-end processors

Services provided:

manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

(continued)

DATA ENTRY, INC.
114 Live Oaks Blvd.
Casselberry, FL 32707
(407) 339-5062

(continued)

Business Base

Service business is:
95% contract based
5% hourly per-call

Support is delivered:
90% on site
10% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	utilities
medical	distribution
banking/finance	insurance
education	services
federal gov't	state/local gov't

Principal competition comes from local third-party maintenance companies.

New offerings are to include brokering of equipment to other TPM firms.

DATA TECH RELIANCE

9301 9th Ave., South
Federal Way, WA 98003
(206) 952-2440

Jan A. Nelson, President
Active 10 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

42 total service employees:
4 in service management
34 in field support
4 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Seagate, Quantum, Rodime, Miniscribe, Maxtor, Micropolis,
CDC, BASF, IOMEGA, Irwin, Corvus

Products maintained:
peripherals

Services provided:
manufacturer warranty work
consulting
disaster recovery
conversion/upgrade

ECO/FCO (change orders)
training
refurbishment
equipment sale/lease

(continued)

DATA TECH RELIANCE

9301 9th Ave., South
Federal Way, WA 98003
(206) 952-2440

(continued)

Business Base

Service business is:
100% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

New offerings are to include affordable back-up system sales.

DATAMEMORY CORP.

6130 Variel Ave.
Woodland Hills, CA 91367
(818) 704-9500

Jerry Kaner, President
15% growth expected for 1989
Active 14 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

12 total service employees:
10 in service management
2 in field support

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, Compaq, Seagate, Rodime, CDC, Conner Peripherals,
Micropolis, Maxtor

Products maintained:
microcomputers
peripherals

Services provided:
manufacturer warranty work
disaster recovery
conversion/upgrade

remedial maintenance
refurbishment

(continued)

DATAMEMORY CORP.

6130 Variel Ave.
Woodland Hills, CA 91367
(818) 704-9500

(continued)

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from manufacturers.

DATASAT COMPANY, INC.

10072 Willow Creek Road
San Diego, CA 92131
(619) 566-3371

Bruce DeBolt, President
\$2.0 million in 1988 TPM revenues
30% growth expected for 1989
Active 6 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Unisys

Products maintained:
mainframes
peripherals

Services provided:
remedial maintenance
ECO/FCO (change orders)
disaster recovery
fourth-party maintenance
equipment sale/lease

preventive maintenance
consulting
installation/relocation
refurbishment

(continued)

DATASAT COMPANY, INC.
10072 Willow Creek Road
San Diego, CA 92131
(619) 566-3371

(continued)

Business Base

Service business is:
93% contract based
3% hourly per-call
4% flat fee/incident

Support is delivered:
45% on site
5% remote support services
50% repair depot/carry-in

Strategic Factors

Industries targeted include:
medical federal gov't

Principal competition comes from Unisys.

New offerings are to include IBM 3380 HDA remanufacturing services.

DATASERV COMPUTER MAINTENANCE

12125 Technology Drive
Eden Prairie, MN 55344
(612) 829-6000

Phillip Hinderaker, President
\$80.0 million in 1988 TPM revenues
Active 10 years in the TPM market

The Company

150 service locations:
2 repair depots
1 parts depot

1200 total service employees:
720 field engineers

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
IBM, NCR, Rolm

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

(continued)

DATASERV COMPUTER MAINTENANCE

12125 Technology Drive
Eden Prairie, MN 55344
(612) 829-6000

(continued)

Business Base

Service business is:
100% contract based

Support is delivered:
90% on site
5% remote support services
5% repair depot/carry-in

Strategic Factors

Industries targeted include:
utilities
banking/finance
other

distribution
insurance

DECISION DATA SERVICE, INC.

One Progress Avenue
Horsham, PA 19044
(800) 654-3374

Richard Schwoebel, CEO
\$125.0 million in 1988 TPM revenues
Active 9 years in the TPM market

The Company

125 service locations:
90 repair depots
125 parts depots

1300 total service employees:
700 field engineers

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, Wang, Texas Instruments, Qantel, MDS, DDCC

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
modem
multiplexor

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

(continued)

DECISION DATA SERVICE, INC.

One Progress Avenue
Horsham, PA 19044
(800) 654-3374

(continued)

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from IBM, Wang, XL/Datacomp.

DICTAPHONE CORPORATION

3191 Broadbridge Ave.
Stratford, CT 06497
(203) 388-9200

Mark Brazlowski, President
Active 3 years in the TPM market

The Company

190 service locations:
47 repair depots
2 parts depots

690 total service employees:
65 in service management
10 in field support
600 field engineers
15 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Hughes Network Systems, Mannesmann, Computer Classifieds,
Sentinel, Netlink, Amstrad

Products maintained:
microcomputers
peripherals
telecommunications
LAN
modem
satellite earth stations

Services provided:
manufacturer warranty work
preventive maintenance
installation/relocation
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
refurbishment

(continued)

DICTAPHONE CORPORATION

3191 Broadbridge Ave.
Stratford, CT 06497
(203) 388-9200

(continued)

Business Base

Service business is:

70% contract based
29% hourly per-call
1% flat fee/incident

Support is delivered:

95% on site
5% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing

distribution

DIGITAL DATA SYSTEMS, INC.

1551 N.W. 65th Ave.
Plantation, FL 33313
(305) 792-3290

Anthony Gallagher, President
Active 13 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

8 total service employees:
2 in field support
3 field engineers
3 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
DEC, CDC, Data General, Harris, Datacraft, Intersil, ITT

Products maintained:
minicomputers
peripherals

Services provided:
manufacturer warranty work
disaster recovery
refurbishment

ECO/FCO (change orders)
fourth-party maintenance
conversion/upgrade

(continued)

DIGITAL DATA SYSTEMS, INC.

1551 N.W. 65th Ave.
Plantation, FL 33313
(305) 792-3290

(continued)

Business Base

Service business is:

10% contract based
10% hourly per-call
80% flat fee/incident

Support is delivered:

5% on site
95% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

New offerings are to include offering of replacement units during DEC upgrade work.

DOW JONES SERVICE

P.O. Box 300
Princeton, NJ 08543
(800) 922-0358

Richard Langford, Director
Active 16 years in the TPM market

The Company

77 service locations:
53 repair depots
3 parts depots

400 total service employees:
25 in service management
10 in field support
365 field engineers

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:

NEC America, NEC Information Systems, Brother, Seikosha,
Minolta, Savin, Soabar, IBM, Wyse, Compaq, Bytex, Extel,
Link, AST, Televideo, Okidata, Epson, Osicom, Speech Plus,
Lear-Siegler, Zentec

Products maintained:

microcomputers
peripherals
telecommunications
modem
FAX
multiplexor
satellite earth stations
front-end processors

Services provided:

manufacturer warranty work
preventive maintenance
training
fourth-party maintenance
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
installation/relocation
refurbishment

(continued)

DOW JONES SERVICE

P.O. Box 300
Princeton, NJ 08543
(800) 922-0358

(continued)

Business Base

Service business is:
70% contract based
20% hourly per-call
10% flat fee/incident

Support is delivered:
85% on site
5% remote support services
10% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	utilities
medical	distribution
banking/finance	insurance
education	services
federal gov't	state/local gov't

Principal competition comes from Intellogic Trace, TRW, Bull HN.

New offerings are to include addition of up to 200 drop-off locations for depot repairs; Plans for European service capabilities in 1990.

DRIVE REPAIR LABORATORIES

1725 N.W. 167th Ave.
Building 167 West
Beaverton, OR 97006
(503) 645-5227

Ken Browne, President
\$1.2 million in 1988 TPM revenues
50% growth expected for 1989
Active 4 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

4 total service employees:
1 in service management
2 in field support
1 in administration

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

Priam, Seagate, IBM, Maxtor, Miniscribe, CMI, Fujitsu, NEC,
Rodime, Shugart, Tandon, Micropolis, CDC

Products maintained:

peripherals

Services provided:

remedial maintenance
consulting
disaster recovery
refurbishment

preventive maintenance
training
installation/relocation
equipment sale/lease

(continued)

DRIVE REPAIR LABORATORIES

1725 N.W. 167th Ave.
Building 167 West
Beaverton, OR 97006
(503) 645-5227

(continued)

Business Base

Service business is:

30% contract based
5% hourly per-call
65% flat fee/incident

Support is delivered:

5% remote support services
95% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	medical
banking/finance	insurance
education	services
federal gov't	state/local gov't
other	

New offerings are to include CDC and Fujitsu servo-writing repair services.

DYNSERVICE NETWORK

A Bell Atlantic Service Co.
1875 Whipple Road
Hayward, CA 94544
(415) 732-3080

Wayne Adams, President
10% growth expected for 1989
Active 5 years in the TPM market

The Company

3 service locations
3 repair depots

150 total service employees:

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

DEC, Phillips, Qantum, Micropolis, Miniscribe, Ampex, CDC,
IBM, Maxtor, NEC, Olivetti, Seagate, Unisys, Compaq,
Memorex, Qume, Tandon, Teac, Diablo, Data General, Hitachi,
Cipher, Kennedy, Datasouth, Nixdorf, Diablo

Products maintained:

minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
front-end processors

Services provided:

manufacturer warranty work
fourth-party maintenance
conversion/upgrade

ECO/FCO (change orders)
refurbishment
equipment sale/lease

(continued)

DYNSERVICE NETWORK

A Bell Atlantic Service Co.

1875 Whipple Road

Hayward, CA 94544

(415) 732-3080

(continued)

Business Base

Service business is:

100% flat fee/incident

Support is delivered:

100% repair depot/carry-in

Strategic Factors

Industries targeted include:

services

state/local gov't

federal gov't

other

Principal competition comes from other fourth-party maintenance firms.

New offerings are to include IBM 3380 and 1052 disk drive repair and refurbishment.

EF INDUSTRIES

12624 Daphne Ave.
Hawthorne, CA 90250
(213) 777-4070

Edward Farris, President
\$7.0 million in 1988 TPM revenues
Active 10 years in the TPM market

The Company

4 service locations:
2 repair depots
2 parts depots

120 total service employees:
5 in service management
45 in field support
50 field engineers
20 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

IBM, Epson, Diablo, Micropolis, Wangco, Atari, Racal-Vadic,
Triad, Olivetti, NEC, Brother, Star, Comtrex, DTC,
Daisywriter, Okidata, Infoscrite, Televideo, Lear Sieglar,
Phillips

Products maintained:

mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
FAX
multiplexor
front-end processors

Services provided:

manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
disaster recovery
fourth-party maintenance
conversion/upgrade
file conversion

EF INDUSTRIES

12624 Daphne Ave.
Hawthorne, CA 90250
(213) 777-4070

(continued)

Business Base

Service business is:
10% contract based
15% hourly per-call
75% flat fee/incident

Support is delivered:
40% on site
10% remote support services
50% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from other TPMs.

New offerings are to include supply and equipment distribution.

EFFICIENT FIELD SERVICE CORP.

11 School Street
North Chelmsford, MA 01863
(508) 251-7800

Ronald Faith, President
\$2.0 million in 1988 TPM revenues
40% growth expected for 1989
Active 4 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

24 total service employees:
3 in service management
9 in field support
9 field engineers
3 in administration

Geographic coverage includes:
the Northeast

Service Coverage

Brands supported include:
DEC

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem

Services provided:
remedial maintenance
ECO/FCO (change orders)
installation/relocation
refurbishment

preventive maintenance
consulting
fourth-party maintenance
equipment sale/lease

(continued)

EFFICIENT FIELD SERVICE CORP.

11 School Street
North Chelmsford, MA 01863
(508) 251-7800

(continued)

Business Base

Service business is:

40% contract based
60% flat fee/incident

Support is delivered:

40% on site
60% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from DEC.

ELECTROSERVICES LABORATORIES

2968 Bunsen Ave.
Ventura, CA 93003
(805) 644-2944

J.A. Morgan, President
\$1.0 million in 1988 TPM revenues
50% growth expected for 1989
Active 4 years in the TPM market

The Company

1 service location
1 repair depot

30 total service employees

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

Wangtek, Cipher, Archive, IBM, Mountain, Everex, IBM, HP,
Century, Dataproducts, Ampex, STC, CDC

Products maintained:

mainframes
minicomputers
microcomputers
peripherals

Services provided:

fourth-party maintenance
conversion/upgrade

refurbishment
equipment sale/lease

(continued)

ELECTROSERVICES LABORATORIES

2968 Bunsen Ave.
Ventura, CA 93003
(805) 644-2944

(continued)

Business Base

Service business is:
100% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
distribution

utilities
services

New offerings are to include expansion of tape drive repair
list.

EYEDOT COMPUTER, INC.

1305 Roller Road
Ocean Township, NJ 07712
(201) 493-1700

A. Polsar, President
\$0.7 million in 1988 TPM revenues
25% growth expected for 1989
Active 8 years in the TPM market

The Company

4 service locations:
4 repair depots
4 parts depots

6 total service employees:
2 in service management
4 field engineers

Geographic coverage includes:
the Northeast
the Southeast

Service Coverage

Brands supported include:
Interdata, Perkin-Elmer, Concurrent Computer

Products maintained:
minicomputers
peripherals

Services provided:
remedial maintenance
ECO/FCO (change orders)
training
installation/relocation
refurbishment
equipment sale/lease

preventive maintenance
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade
file conversion

(continued)

EYEDOT COMPUTER, INC.

1305 Roller Road
Ocean Township, NJ 07712
(201) 493-1700

(continued)

Business Base

Service business is:
90% contract based
5% hourly per-call
5% flat fee/incident

Support is delivered:
20% on site
5% remote support services
75% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
medical
services
state/local gov't

utilities
distribution
federal gov't

New offerings are to include a service location in England
to cover the European Market.

FIRST SERVICE TECHNOLOGY

10005 D Muirlands
Irvine, CA 92718
(714) 581-0333

D.M. Stark, President
Active 16 years in the TPM market

The Company

2 service locations:
2 repair depots
2 parts depots

8 total service employees:
1 in service management
1 in field support
5 field engineers
1 in administration

Geographic coverage includes:
the Southwest

Service Coverage

Brands supported include:
Printronic, MVP, Dataproducts, Texas Instruments, CIE

Products maintained:
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
disaster recovery
fourth-party maintenance
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
installation/relocation
refurbishment
equipment sale/lease

(continued)

FIRST SERVICE TECHNOLOGY

10005 D Muirlands
Irvine, CA 92718
(714) 581-0333

(continued)

Business Base

Service business is:
85% contract based
10% hourly per-call
5% flat fee/incident

Support is delivered:
90% on site
10% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
insurance
services
state/local gov't

transportation
medical
banking/finance
education
federal gov't

GE COMPUTER SERVICES

5775 Peachtree Dunwoody
 Atlanta, GA 30348
 (414) 843-6200

© 246

J.O. Mitchell, General Manager
 \$120.0 million in 1988 TPM revenues
 10% growth expected for 1989
 Active 25 years in the TPM market

The Company

283 service locations:
 28 repair depots
 283 parts depots

1800 total service employees:
 65 in service management
 235 in field support
 1200 field engineers

Geographic coverage includes:
 the Northeast
 the Southeast
 the Central states
 the Southwest
 the Northwest
 and non-continental US

Service Coverage

Brands supported include:

DEC, DG, IBM, Point-4, ADDS, Altos, AT&T, Amdek, Centronics,
 C.Itoh, Compaq, CDC, Data Products, Diablo, Emulex, Epson,
 Fujitsu, Genicom, Hayes, Hazeltine, HP, Honeywell, Kennedy,
 Lear Siegler, 3M, NEC, Okidata, Plessey, Qume, Tandon,
 Toshiba, Wyse

Products maintained:

minicomputers
 superminis
 microcomputers
 peripherals
 telecommunications
 LAN
 PBX
 modem
 FAX
 satellite earth stations

Services provided:

manufacturer warranty work
 preventive maintenance
 training
 refurbishment
 equipment sale/lease

remedial maintenance
 ECO/FCO (change orders)
 installation/relocation
 conversion/upgrade

GE COMPUTER SERVICES

5775 Peachtree Dunwoody
Atlanta, GA 30348
(414) 843-6200

(continued)

Business Base

Service business is:

- 60% contract based
- 20% hourly per-call
- 20% flat fee/incident

Support is delivered:

- 70% on site
- 10% remote support services
- 20% repair depot/carry-in

Strategic Factors

Industries targeted include:

- | | |
|-------------------|-----------------|
| manufacturing | transportation |
| utilities | medical |
| distribution | banking/finance |
| insurance | education |
| services | federal gov't |
| state/local gov't | |

Principal competition comes from Sorbus, TRW.

New offerings are to include network services.

GENERAL DISK CORP.

1530 Montague Expressway
San Jose, CA 95131
(408) 432-0505

Daniel O. Tanner, CEO & President
\$5.0 million in 1988 TPM revenues
20% growth expected for 1989
Active 8 years in the TPM market

The Company**3 service locations:**

1 repair depot
2 parts depots

43 total service employees:

15 in service management
15 in field support
13 in administration

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage**Brands supported include:**

IBM, CDC, DEC, Unisys, Memorex

Products maintained:

peripherals

Services provided:

fourth-party maintenance
conversion/upgrade

refurbishment
equipment sale/lease

(continued)

GRUMMAN SYSTEMS SUPPORT

90 Crossways Park Drive
Woodbury, NY 11797
(800) 922-1225

Joseph Mulderig, President
\$40.0 million in 1988 TPM revenues
Active 19 years in the TPM market

The Company

65 service locations:
1 repair depot
3 parts depots

425 total service employees:
275 field engineers

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
IBM, DEC, Data General, CDC, Data Products, STC, Plexus,
Wyse, Emulex, Pertec, SI, Tektronix, Versatec, Zetaco, 3-Com

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
consulting
fourth-party maintenance
conversion/upgrade

(continued)

GRUMMAN SYSTEMS SUPPORT

90 Crossways Park Drive
Woodbury, NY 11797
(800) 922-1225

(continued)

Business Base

Service business is:
95% contract based
5% hourly per-call

Support is delivered:
98% on site
2% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	utilities
medical	distribution
banking/finance	insurance
education	services
federal gov't	state/local gov't

Principal competition comes from DEC, DG, TRW, Sorbus,
Telos, Halifax.

HALIFAX COMPUTER SERVICES

P.O. Box 11904
Alexandria, VA 22304
(800) 368-3381

Howard Mills, President
\$13.0 million in 1988 TPM revenues
15% growth expected for 1989
Active 20 years in the TPM market

The Company

26 service locations:
4 repair depots
26 parts depots

300 total service employees:
15 in service management
30 in field support
250 field engineers
5 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
IBM, DEC, Hewlett-Packard, DG, Wang, Zenith

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
PBX
modem
FAX
multiplexor
satellite earth stations
front-end processors

Services provided:
remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
refurbishment

preventive maintenance
software maintenance
training
installation/relocation

HALIFAX COMPUTER SERVICES

P.O. Box 11904

Alexandria, VA 32312

(800) 368-3381

(continued)

Business Base

Service business is:

70% contract based

20% hourly per-call

10% flat fee/incident

Support is delivered:

75% on site

10% remote support services

10% repair depot/carry-in

5% by other means

Strategic Factors

Industries targeted include:

federal gov't

HANSON DATA SYSTEMS

734 Forest Street
Marlboro, MA 01752
(617) 481-3901

David Holmes, President
Active 9 years in the TPM market

The Company

5 service locations:
1 repair depot
4 parts depots

55 total service employees:
5 in service management
25 in field support
20 field engineers
5 in administration

Geographic coverage includes:
the Northeast

Service Coverage

Brands supported include:
Data General, Fujitsu, CDC, DEC, Everex, Unison, New Bridge

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
PBX
modem
FAX
multiplexor

Services provided:
remedial maintenance
software maintenance
training
installation/relocation
conversion/upgrade

preventive maintenance
consulting
disaster recovery
refurbishment
equipment sale/lease

(continued)

HANSON DATA SYSTEMS

734 Forest Street
Marlboro, MA 01752
(617) 481-3901

(continued)

Business Base

Service business is:
75% contract based
10% hourly per-call
15% flat fee/incident

Support is delivered:
77% on site
3% remote support services
20% repair depot/carry-in

Strategic Factors

Industries targeted include:
medical
education

distribution
services

HEADMASTER REPAIR, INC.

1330 Memorex Drive
Santa Clara, CA 95050
(800) 829-3475

Ivan Sherwood, President
\$1.0 million in 1988 TPM revenues
100% growth expected for 1989
Active 3 years in the TPM market

The Company

2 service locations::
2 repair depots
1 parts depot

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Priam, Maxtor, Micropolis

Products maintained:
peripherals
telecommunications
LAN
PBX

Services provided:
remedial maintenance
refurbishment
equipment sale/lease

fourth-party maintenance
conversion/upgrade

(continued)

HITACHI DATA SYSTEMS

750 Central Expressway
 Santa Clara, CA 95051
 (408) 970-1000

(Previously National Advanced Systems)

Gary Moore, President
 \$15.0 million in 1988 TPM revenues
 15% growth expected for 1989
 Active 5 years in the TPM market

The Company

75 service locations

450 total service employees:
 30 in service management
 60 in field support
 347 field engineers

Geographic coverage includes:
 the Northeast
 the Southeast
 the Central states
 the Southwest
 the Northwest

Service Coverage

Brands supported include:
 IBM, Hitachi, STC, Magnuson, Telex

Products maintained:
 mainframes
 minicomputers
 superminis
 microcomputers
 peripherals
 telecommunications
 front-end processors

Services provided:
 manufacturer warranty work
 preventive maintenance
 software maintenance
 training
 refurbishment
 equipment sale/lease

remedial maintenance
 ECO/FCO (change orders)
 consulting
 installation/relocation
 conversion/upgrade
 file conversion

(continued)

HITACHI DATA SYSTEMS

750 Central Expressway
Santa Clara, CA 95051
(408) 970-1000

(continued)

Business Base

Service business is:
100% contract based

Support is delivered:
100% on site

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from other manufacturers.

IDEA SERVCOM

1515 West 14th Street
Tempe, AZ 85281
(602) 894-7000

Steve Scott, General Manager
\$70.0 million in 1988 TPM revenues
Active 6 years in the TPM market

The Company

160 service locations:
11 repair depots
24 parts depots

600 total service employees:
40 in service management
50 in field support
450 field engineers
60 in administration

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage**Brands supported include:**

Amdek, AMS, Anadex, AST, Brother, CDC, C.Itoh, CMI, Corvus,
Data South, Datapoint, Davong, Decision Data, Diablo, Epson,
Hayes, HP, IBM, ITT, Okidata, Texas Instruments, Wang,
Zenith, STC, Apple, Centronics, DEC, Compaq, Printronix,
Televideo

Products maintained:

mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor
front-end processors

Services provided:

manufacturer warranty work
preventive maintenance
software maintenance
training
fourth-party maintenance
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
refurbishment

IDEA SERVCOM
1515 West 14th Street
Tempe, AZ 85281
(602) 894-7000

(continued)

Business Base

Service business is:
90% contract based
8% hourly per-call
2% flat fee/incident

Support is delivered:
95% on site
5% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	utilities
banking/finance	insurance
education	federal gov't
state/local gov't	

Principal competition comes from IBM, Intellogic Trace, Sorbus.

IICON CORP.
16040 Caputo Drive
Morgan Hill, CA 95037
(408) 779-7466

Robert Steinberg, President
\$2.5 million in 1988 TPM revenues
50% growth expected for 1989
Active 4 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

17 total service employees:
4 in service management
3 in field support
7 field engineers
3 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Zilog, Integrated Solutions, Convergent, Wangtek, Cipher,
Digi-data, Qume, Centronics, Visual

Products maintained:
superminis
microcomputers
peripherals
telecommunications
LAN
modem

Services provided:
manufacturer warranty work
ECO/FCO (change orders)
refurbishment

remedial maintenance
fourth-party maintenance
conversion/upgrade

(continued)

IICON CORP.
16040 Caputo Drive
Morgan Hill, CA 95037
(408) 779-7466

(continued)

Business Base

Service business is:
70% contract based
30% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
insurance
other

banking/finance
federal gov't

Principal competition comes from OEM, in-house and fourth-parties.

IMPACT PRINTHEAD SERVICES

8701 Crosspark Drive
Suite 101
Austin, TX 78754
(512) 832-9151

David Gillett, President
130% growth expected for 1989
Active 4 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

61 total service employees:
11 in service management
34 in field support
14 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
ALPS, Okidata, Epson, Toshiba, NEC, Tally, Olivetti, IBM,
Texas Instruments, Genicom, Star, Panasonic, DEC, C. Itoh,
NEC, Centronics

Products maintained:
peripherals

Services provided:
fourth-party maintenance

(continued)

IMPACT PRINTHEAD SERVICES

8701 Crosspark Drive
Suite 101
Austin, TX 78754
(512) 832-9151

(continued)

Business Base

Service business is:
100% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

banking/finance
services
state/local gov't

education
federal gov't
other

Principal competition comes from other printer repair
service depots.

INTEGRATED AUTOMATION, INC.

1745 Tullie Circle, N.E.
Atlanta, GA 30329
(404) 325-8100

Huey Duncan, President
30% growth expected for 1989
Active 13 years in the TPM market

The Company

5 service locations:
4 repair depots
1 parts depot

450 total service employees:
1 in service management
2 in field support
445 field engineers
2 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Printronix, Diablo, Okidata, Tally

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
PBX
modem
FAX
multiplexor
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade
file conversion

INTEGRATED AUTOMATION, INC.

1745 Tullie Circle, N.E.
Atlanta, GA 30329
(404) 325-8100

(continued)

Business Base

Service business is:
90% contract based
2% hourly per-call
8% flat fee/incident

Support is delivered:
99% on site
1% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from TRW, Sorbus, Servcom.

New offerings are to include additional service depot locations.

INTEGRATED SYSTEMS GROUP

920 East Broadway
Glendale, CA 91205
(818) 502-1414

Charles Archer, President
\$3.4 million in 1988 TPM revenues
8% growth expected for 1989
Active 19 years in the TPM market

The Company

5 service locations:
5 repair depots
5 parts depots

44 total service employees:
8 in service management
3 in field support
29 field engineers
4 in administration

Geographic coverage includes:
the Southwest

Service Coverage

Brands supported include:
DEC, Unisys, Convergent, Alpha Micro, General Automation,
Point Four

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
fourth-party maintenance
conversion/upgrade
file conversion

remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
refurbishment
equipment sale/lease

(continued)

INTEGRATED SYSTEMS GROUP

920 East Broadway
Glendale, CA 91205
(818) 502-1414

(continued)

Business Base

Service business is:
90% contract based
10% hourly per-call

Support is delivered:
90% on site
10% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from DEC, Unisys.

New offerings are to include expanded depot maintenance.

INTELOGIC TRACE

Turtle Creek Tower I
PO Box 400044
San Antonio, TX 78229
(512) 558-5700

Clark Mandigo, President & CEO
\$117.0 million in 1988 TPM revenues
Active 5 years in the TPM market

The Company

230 service locations:
19 repair depots
44 parts depots

1465 total service employees:
148 in service management
313 in field support
617 field engineers
387 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

IBM, Wang, DEC, Apple, AST, AT&T, Compaq, Convergent,
Datapoint, Epson, NCR, NEC, Tandy, Toshiba, Televideo,
Unisys, Wyse, Zenith, Amdek, Ampex, Esprit, Memorex,
Mitsubishi, Qume, Archive, CDC, Diablo, Fujitsu, Kennedy,
Maxtor, Mountain,

Products maintained:

minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
PBX
modem
FAX
multiplexor
satellite earth stations
front-end processors

Services provided:

manufacturer warranty work
preventive maintenance
software maintenance
training
installation/relocation
refurbishment

remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade

120 equipment sale/lease

INTELOGIC TRACE

Turtle Creek Tower I
PO Box 400044
San Antonio, TX 78229
(512) 558-5700

(continued)

Business Base

Service business is:
90% contract based
10% hourly per-call

Support is delivered:
86% on site
1% repair depot/carry-in
13% by other means

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from IBM, Sorbus, TRW, XL/Datacomp.

New offerings are to include Novell LAN support and management services.

INTERNATIONAL TECHNICAL SERVICES

1008 Astoria Blvd.
Building A
Cherry Hill, NJ 08003
(609) 424-7880

Paul J. Scott, President
\$0.5 million in 1988 TPM revenues
30% growth expected for 1989
Active 6 years in the TPM market

The Company

2 service locations:
1 repair depot
1 parts depot

6 total service employees:
3 in field support
3 field engineers

Geographic coverage includes:
the Northeast
the Southeast

Service Coverage

Brands supported include:
Hewlett-Packard, Texas Instruments, IBM, Compaq, Wyse, DEC,
Epson, Okidata, Centronics, NEC, Diablo, Leading Edge,
Iomega, Acer, Vendex, Panasonic, C.Itoh, Televideo, Visual

Products maintained:
microcomputers
peripherals
telecommunications
LAN
modem

Services provided:
manufacturer warranty work
preventive maintenance
installation/relocation
refurbishment

remedial maintenance
disaster recovery
fourth-party maintenance
conversion/upgrade

(continued)

INTERNATIONAL TECHNICAL SERVICES

1008 Astoria Blvd.
Building A
Cherry Hill, NJ 08003
(609) 424-7880

(continued)

Business Base

Service business is:
60% contract based
30% hourly per-call
10% flat fee/incident

Support is delivered:
60% on site
40% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from other maintenance companies.

New offerings are to include service of FAX machines.

JADTEC COMPUTER GROUP

546 West Katella
Orange County, CA 92667
(714) 997-8927

John A. Dieball, President
\$4.0 million in 1988 TPM revenues
25% growth expected for 1989
Active 7 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

25 total service employees:
3 in service management
5 in field support
12 field engineers
5 in administration

Geographic coverage includes:
the Southwest

Service Coverage

Brands supported include:
DEC, Apple, Printronix, Emulex, CDC, Cipher, C.Itoh,
Data Products, Dilog, Kennedy

Products maintained:
mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor
front-end processors

Services provided:
remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade
file conversion

preventive maintenance
software maintenance
training
installation/relocation
refurbishment
equipment sale/lease

(continued)

JADTEC COMPUTER GROUP

546 West Katella
Orange County, CA 92667
(714) 997-8927

(continued)

Business Base

Service business is:

90% contract based
10% hourly per-call

Support is delivered:

70% on site
10% remote support services
20% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing
utilities
distribution
insurance
services
state/local gov't

transportation
medical
banking/finance
education
federal gov't
other

KCS COMPUTER SERVICES

7462 Talbert Avenue
Huntington Beach, CA 92640
(714) 848-7971

Eugene Duchene, President
\$3.8 million in 1988 TPM revenues
20% growth expected for 1989
Active 5 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

13 total service employees:
4 in service management
3 in field support
6 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
Maxtor, Micropolis, Seagate, Connor, Archive, Wangtek,
Cipher Data, Irwin

Products maintained:
mainframes
minicomputers
microcomputers
peripherals

Services provided:
fourth-party maintenance refurbishment

(continued)

KCS COMPUTER SERVICES

7462 Talbert Avenue
Huntington Beach, CA 92640
(714) 848-7971

(continued)

Business Base

Service business is:
100% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from Premier, FRS, Archive, Wangtek.

KETTERMAN'S, INC.

11106 Morrison Lane
Dallas, TX 75229
(214) 241-4766

William Ketterman, President
Active 10 years in the TPM market

The Company

30 service locations:

17 repair depots

2 parts depots

Geographic coverage includes:

the Northeast

the Southeast

the Central states

the Southwest

the Northwest

and non-continental US

Service Coverage

Brands supported include:

Unisys, IBM, ISC, Acer, Texas Instruments, Okidata, Lundy,
Datamaxx, Brother, Datasouth

Products maintained:

mainframes

minicomputers

microcomputers

peripherals

telecommunications

LAN

modem

FAX

Services provided:

manufacturer warranty work

preventive maintenance

fourth-party maintenance

remedial maintenance

installation/relocation

equipment sale/lease

(continued)

KETTERMAN'S, INC.

11106 Morrison Lane

Dallas, TX 75229

(214) 241-4766

(continued)

Business Base

Support is delivered:

50% on site

50% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing

medical

banking/finance

education

federal gov't

transportation

distribution

insurance

services

state/local gov't

KEY DATA SYSTEMS, INC.

2507 Jefferson
Kansas City, MO 64108
(800) 835-0172

Paul Kornechuk, President
Active 12 years in the TPM market

The Company

15 service locations:
2 repair depots
7 parts depots

26 total service employees:
7 in service management
3 in field support
18 field engineers
4 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
IBM, DEC, Plexus, Dataproducts, CDC

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
LAN
PBX
modem
FAX
multiplexor
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
training
refurbishment
equipment sale/lease

(continued)

KEY DATA SYSTEMS, INC.

2507 Jefferson
Kansas City, MO 64108
(800) 835-0172

(continued)

Business Base

Service business is:
50% contract based
25% hourly per-call
25% flat fee/incident

Support is delivered:
80% on site
20% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
insurance

transportation
medical
banking/finance
services

LOGICAL SOLUTIONS COMPANY

PO Box 460
East Holden, ME 04614
(207) 989-3862

Thomas Russell, President
15% growth expected for 1989
Active 11 years in the TPM market

The Company

7 service locations:
2 repair depots
1 parts depot

30 total service employees:
2 in service management
3 in field support
23 field engineers
2 in administration

Geographic coverage includes:
the Northeast

Service Coverage

Brands supported include:
Wang, Altos, DG, IBM

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

(continued)

LOGICAL SOLUTIONS COMPANY

PO Box 460
East Holden, ME 04614
(207) 989-3862

(continued)

Business Base

Service business is:
90% contract based
10% hourly per-call

Support is delivered:
90% on site
10% repair depot/carry-in

Strategic Factors

Industries targeted include:
distribution
state/local gov't

federal gov't

MAGNETIC RECOVERY TECHNOLOGISTS

25431 Rye Canyon Rd.
Valencia, CA 91355
(805) 257-2262

Bob Sellers, President
\$1.0 million in 1988 TPM revenues
15% growth expected for 1989
Active 15 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

14 total service employees:
14 in field support

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

IBM, Ampex, Xerox, Unisys, DEC, NCR, Memorex, Archive,
Cypher, CDC, DG, Hitachi, HP, Vertec, Kennedy, STC, Telex,
Wangtek

Products maintained:

mainframes
minicomputers
superminis

Services provided:

manufacturer warranty work
preventive maintenance
refurbishment

remedial maintenance
fourth-party maintenance
conversion/upgrade

(continued)

MAGNETIC RECOVERY TECHNOLOGISTS

25431 Rye Canyon Rd.
Valencia, CA 91355
(805) 257-2262

(continued)

Business Base

Service business is:
100% contract based

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing
utilities
distribution
services

transportation
medical
insurance
other

Principal competition comes from OEM manufacturers.

New offerings are to include extension of hard disk, tape
and disk head repair.

MAGRETECH, INC.

7300 Hollister Ave.
Goleta, CA 93117
(805) 685-4551

James Perotte, President
\$2.0 million in 1988 TPM revenues
50% growth expected for 1989
Active 13 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

28 total service employees:
6 in service management
16 in field support
2 field engineers
4 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, CDC, DEC, Ampex, Unisys, Qume, Shugart, Tandon, MPI,
Diablo, Pertec, CDS, Data General, Texas Instruments, Sycor,
Iomec, Mohawk, Wangco, Western Dynex, Mitsubishi, Teac

Products maintained:
mainframes
microcomputers
peripherals
telecommunications
PBX

Services provided:
manufacturer warranty work
refurbishment

fourth-party maintenance
conversion/upgrade

(continued)

MAGRETECH, INC.

7300 Hollister Ave.
Goleta, CA 93117
(805) 685-4551

(continued)

Business Base

Service business is:
100% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing

distribution

services

state/local gov't

medical

banking/finance

federal gov't

Principal competition comes from Restorr Magnetics.

New offerings are to include Winchester disk head repair.

McDONNELL DOUGLAS FIELD SERVICE COMPANY

2361 McGaw Ave.
Irvine, CA 92714
(714) 566-4000

Bert Novak, President
\$69.3 million in 1988 TPM revenues
Active 22 years in the TPM market

The Company

150 service locations:
3 repair depots
3 parts depots

1000 total service employees:
147 in service management
100 in field support
700 field engineers
53 in administration

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

IBM, AT&T, DEC, Data General, Tandem,
McDonnell-Douglas Computer Systems

Products maintained:

mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor
front-end processors

Services provided:

manufacturer warranty work
preventive maintenance
software maintenance
training
fourth-party maintenance
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
refurbishment

McDONNELL DOUGLAS FIELD SERVICE COMPANY

2361 McGaw Ave.
Irvine, CA 92714
(714) 566-4000

(continued)

Business Base

Service business is:
95% contract based
2% hourly per-call
3% flat fee/incident

Support is delivered:
99% on site
1% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from manufacturers.

New offerings are to include catalog sales of hardware and consumable supplies; fourth-party repair services.

MEDICAL SYSTEMS SUPPORT, INC.

601 Corporate Drive
Lewisville, TX 75057
(214) 219-2000

Larry G. Gerdes, Chairman and CEO
\$24.7 million in 1988 TPM revenues
1% growth expected for 1989
Active 4 years in the TPM market

The Company

361 service locations
1 parts depot

225 total service employees:
7 in service management
49 in field support
146 field engineers
23 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
Motorola, Data General, HP, General Electric, Diablo, CDC

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
LAN

Services provided:
preventive maintenance
refurbishment

installation/relocation
equipment sale/lease

(continued)

MEDICAL SYSTEMS SUPPORT, INC.

601 Corporate Drive
Lewisville, TX 75057
(214) 219-2000

(continued)

Business Base

Service business is:
92% contract based
8% hourly per-call

Support is delivered:
95% on site
5% remote support services

Strategic Factors

Industries targeted include:
medical federal gov't
state/local gov't

Principal competition comes from Data General, Motorola, HP,
GE, OEMs.

New offerings are to include expansion in LAN and PC
maintenance; fourth-party PCB repair; combination fixed and
variable fee maintenance.

MOSLER, INC.
8509 Berk Blvd.
Hamilton, OH 45012
(513) 870-1046

A.M. Marzano, President
Active 6 years in the TPM market

The Company

326 service locations:
87 repair depots
87 parts depots

1400 total service employees:
66 in service management
68 in field support
1200 field engineers
66 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, DEC, Omron, Scientific Atlanta, Compaq, NEC

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
modem
multiplexor
satellite earth stations

Services provided:
manufacturer warranty work
preventive maintenance
consulting
disaster recovery
fourth-party maintenance

remedial maintenance
ECO/FCO (change orders)
training
installation/relocation
conversion/upgrade

(continued)

MOSLER, INC.
8509 Berk Blvd.
Hamilton, OH 45012
(513) 870-1046

(continued)

Business Base

Service business is:
35% contract based
10% hourly per-call
25% flat fee/incident

Support is delivered:
95% on site
5% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	distribution
banking/finance	insurance
services	federal gov't
state/local gov't	other

Principal competition comes from other third-party service organizations.

New offerings are to include electronic cash register maintenance.

NATIONAL COMPUTER SYSTEMS

1313 Lone Oak Road
Egan, MN 55121
(612) 683-6000

David Malmberg, President
\$24.0 million in 1988 TPM revenues
30% growth expected for 1989
Active 5 years in the TPM market

The Company

130 service locations:
10 repair depots
130 parts depots

640 total service employees:
36 in service management
127 in field support
460 field engineers
17 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, DEC, Texas Instruments, Everex, Adage, VG, Compaq,
Novell, Banyan, 3Com, Apple, Sun

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor
satellite earth stations

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
disaster recovery
refurbishment
equipment sale/lease

(continued)

NATIONAL COMPUTER SYSTEMS

1313 Lone Oak Road

Egan, MN 55121

(612) 683-6000

(continued)

Business Base

Service business is:

91% contract based

8% hourly per-call

1% flat fee/incident

Support is delivered:

92% on site

7% remote support services

1% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing

banking/finance

education

federal gov't

medical

insurance

services

state/local gov't

Principal competition comes from regional and local service companies.

New offerings are to include technology partnerships.

NATIONAL CUSTOMER ENGINEERING

6387 Nancy Ridge Dr.
San Diego, CA 92121
(619) 452-7974

George T. Wedrick, President
\$5.0 million in 1988 TPM revenues
25% growth expected for 1989
Active 9 years in the TPM market

The Company

35 service locations:
3 repair depots
5 parts depots

120 total service employees:
8 in service management
12 in field support
70 field engineers
20 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, Altos, Microdata, Ultimate, Scanoptics,
General Automation, IBC, Sun Micro, CIE Systems, ADDS

Products maintained:
minicomputers
superminis
microcomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
installation/relocation
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
refurbishment

(continued)

NATIONAL CUSTOMER ENGINEERING

6387 Nancy Ridge Dr.
San Diego, CA 92121
(619) 452-7974

(continued)

Business Base

Service business is:
80% contract based
20% hourly per-call

Support is delivered:
80% on site
20% remote support services

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from manufacturers,
Honeywell-Bull, NCR.

New offerings are to include expansion of UNIX-based
systems repair.

NCR CORPORATION

Customer Services Division
1700 South Patterson
Dayton, OH 45479
(513) 439-8600

Gilbert P. Williamson, President
\$45.0 million in 1988 TPM revenues
10% growth expected for 1989
Active 7 years in the TPM market

The Company

425 service locations:
425 repair depots
425 parts depots

6540 total service employees:
600 in service management
500 in field support
5300 field engineers
140 in administration

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

ADDS, AMDEK, AST, CDC, C.Itoh, Centronics, CIE, Cipher,
Compaq, Convergent, Dataproducts, Data South, Diablo, DCA,
Epson, Fujitsu, Genicom, Hayes, HP, IBM, NEC, Okidata,
Printronic, QMS, Racal-Milgo, Seagate, Siemens, Tecmar,
Televideo, UDS, Wyse, Zenith

Products maintained:

mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor
satellite earth stations
front-end processors

Services provided:

manufacturer warranty work
preventive maintenance
software maintenance
training
installation/relocation
refurbishment

remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade

NCR CORPORATION
Customer Services Division
1700 South Patterson
Dayton, OH 45479
(513) 439-8600

(continued)

Business Base

Service business is:
90% contract based
10% hourly per-call

Support is delivered:
80% on site
15% repair depot/carry-in
5% by other means

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	

Principal competition comes from equipment manufacturers.

PEREGRINE, INC.

845 W. Maude Ave.
Sunnyvale, CA 94086
(408) 749-9444

George Crowne, President
\$2.0 million in 1988 TPM revenues
Active 5 years in the TPM market

The Company

8 service locations:
2 repair depots
8 parts depots

35 total service employees:
5 in service management
5 in field support
25 field engineers

Geographic coverage includes:
the Northeast
the Southeast
the Southwest
the Northwest

Service Coverage

Brands supported include:
IBM, Memorex, STC, Telex, Lee Data

Products maintained:
mainframes
microcomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade
file conversion

(continued)

PEREGRINE, INC.
845 W. Maude Ave.
Sunnyvale, CA 94086
(408) 749-9444

(continued)

Business Base

Service business is:
65% contract based
20% hourly per-call
15% flat fee/incident

Support is delivered:
80% on site
10% remote support services
10% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
insurance
services
state/local gov't

transportation
medical
banking/finance
education
federal gov't
other

PERIPHERALS MANUFACTURING, INC.

1363 Logan Ave.
Costa Mesa, CA 92626
(714) 540-4925

Ronald Carboy, President
35% growth expected for 1989
Active 11 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

12 total service employees:
3 in service management
3 in field support
3 field engineers
3 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
DEC, IBM, Burroughs, WANG, Data General, Bull,
Hewlett-Packard

Products maintained:
mainframes
minicomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade
file conversion

remedial maintenance
ECO/FCO (change orders)
training
installation/relocation
refurbishment
equipment sale/lease

(continued)

PERIPHERALS MANUFACTURING, INC.

1363 Logan Ave.
Costa Mesa, CA 92626
(714) 540-4925

(continued)

Business Base

Service business is:
80% contract based
17% hourly per-call
3% flat fee/incident

Support is delivered:
10% on site
5% remote support services
85% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
insurance
services
state/local gov't

transportation
medical
banking/finance
education
federal gov't
other

PREMIER COMPUTER CORPORATION

8200 Normandale Blvd.
Suite 424
Bloomington, MN 55437
(612) 835-2586

Thomas G. Kamp, Jr., President
\$8.6 million in 1988 TPM revenues
30% growth expected for 1989
Active 5 years in the TPM market

The Company

2 service locations
2 repair depots

255 total service employees:
30 in service management
175 field engineers
30 in administration

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

CDC, Maxtor, Micro Peripherals, Seagate, Tandon, Rodime,
Miniscribe, Quantum, Fujitsu, NEC, Atasi, CMI, IBM, IMI,
Micropolis, MicroScience, Olivetti, Priam, Shugart,
Mitsubishi, Teac, Amdek, AT&T, Compaq

Products maintained:

minicomputers
superminis
microcomputers
peripherals

Services provided:

manufacturer warranty work
consulting
disaster recovery
refurbishment
equipment sale/lease

ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade
file conversion

(continued)

PREMIER COMPUTER CORPORATION

8200 Normandale Blvd.
Suite 424
Bloomington, MN 55437
(612) 835-2586

(continued)

Business Base

Service business is:
30% contract based
70% flat fee/incident

Support is delivered:
100% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
medical
education
federal gov't
other

transportation
distribution
services
state/local gov't

Principal competition comes from manufacturers of disk drives.

PROTEK COMPUTER SERVICES

11670 Seaboard Circle
Stanton, CA 90680
(714) 898-9012

Tom Berchtold, President
30% growth expected for 1989
Active 9 years in the TPM market

The Company

3 service locations:
2 repair depots
2 parts depots

25 total service employees:
3 in service management
10 in field support
10 field engineers
2 in administration

Geographic coverage includes:
the Northeast
the Southwest

Service Coverage

Brands supported include:
Cipher, Fujitsu, CDC, Emulex, Dilog, Kennedy, Wespercorp

Products maintained:
minicomputers
superminis
peripherals
telecommunications
PBX
multiplexor

Services provided:
manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
disaster recovery
fourth-party maintenance
conversion/upgrade

(continued)

PROTEK COMPUTER SERVICES

11670 Seaboard Circle
Stanton, CA 90680
(714) 898-9012

(continued)

Business Base

Service business is:

- 20% contract based
- 50% hourly per-call
- 30% flat fee/incident

Support is delivered:

- 15% on site
- 80% remote support services
- 5% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	distribution
banking/finance	services
federal gov't	state/local gov't

New offerings are to include HDA refurbishment on new Fujitsu and IBM drive products.

PTXI

2000 Westridge Dr.
PO Box 167688
Irving, TX 75016
(214) 518-1200

Michael Bennett, President
\$30.0 million in 1988 TPM revenues
25% growth expected for 1989
Active 20 years in the TPM market

(Previously Pritronix)

The Company

28 service locations:
18 repair depots
18 parts depots

300 total service employees:
150 field engineers

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
IBM, Apple, DEC, Compaq, Novell, Toshiba, 3-Com, Banyan

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
installation/relocation
conversion/upgrade
file conversion

remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
refurbishment
equipment sale/lease

(continued)

PTXI
2000 Westridge Dr.
PO Box 167688
Irving, TX 75016
(214) 518-1200

(continued)

Business Base

Service business is:
70% contract based
30% hourly per-call

Support is delivered:
95% on site
5% remote support services

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	

Principal competition comes from network resellers.

New offerings are to include service on Oracle and DEC products.

THE REPAIR COMPANY

1585 McCandless
Milpitas, CA 95035
(408) 946-5015

Henry Pham, President
Active 5 years in the TPM market

The Company

4 service locations:
2 repair depots
4 parts depots

40 total service employees:
5 in service management
14 in field support
9 field engineers
12 in administration

Geographic coverage includes:
the Southwest
the Northwest

Service Coverage

Brands supported include:

IBM, Apple, Compaq, Wyse, Epson, Okidata, AST, Hayes,
Hercules, Intel, Tecmar, Amdek, Hewlett-Packard, NEC, Qume,
Toshiba, CDC, Fujitsu, Tandon, Teac, CMI, Miniscribe,
Rodime, Seagate, Leading Edge, DEC, C.Itoh. Televideo,
Diablo,

Products maintained:

microcomputers
peripherals
telecommunications
LAN
modem

Services provided:

manufacturer warranty work
preventive maintenance
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
training
installation/relocation
refurbishment
equipment sale/lease

(continued)

THE REPAIR COMPANY

1585 McCandless
Milpitas, CA 95035
(408) 946-5015

(continued)

Business Base

Service business is:

- 20% contract based
- 70% hourly per-call
- 10% flat fee/incident

Support is delivered:

- 30% on site
- 2% remote support services
- 68% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from in-house user support.

New offerings are to include sales, installation and repair of network products.

REX SERVICE COMPANY

7030 W. 111th St.
Worth, IL 60482
(312) 448-5558

Douglas McKalip, President
15% growth expected for 1989
Active 8 years in the TPM market

The Company

5 service locations:
5 repair depots
2 parts depots

35 total service employees:
7 in service management
9 in field support
11 field engineers
8 in administration

Geographic coverage includes:
the Central states
the Northwest

Service Coverage

Brands supported include:
IBM, Zenith, Compaq, Panasonic, Epson

Products maintained:
microcomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
installation/relocation
refurbishment

remedial maintenance
ECO/FCO (change orders)
fourth-party maintenance
conversion/upgrade

(continued)

REX SERVICE COMPANY

7030 W. 111th St.
Worth, IL 60482
(312) 448-5558

(continued)

Business Base

Service business is:

- 30% contract based
- 50% hourly per-call
- 20% flat fee/incident

Support is delivered:

- 35% on site
- 65% repair depot/carry-in

Strategic Factors

Industries targeted include:

transportation	medical
distribution	education
services	federal gov't
state/local gov't	

Principal competition comes from Computerland.

New offerings are to include service of Packard Bell products.

REYNOLDS & REYNOLDS

Computer Services Division
P.O. Box 1005
Dayton, OH 45401
(513) 443-2124

Joe Bausman, President
Active 22 years in the TPM market

The Company

83 service locations:
1 repair depot
83 parts depots

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
IBM, NCR, Televideo, Tandon, NEC, Pioneer, Sony, AST, Onyx,
Epson

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
disaster recovery
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
training
installation/relocation
conversion/upgrade
file conversion

(continued)

REYNOLDS & REYNOLDS

Computer Services Division

P.O. Box 1005

Dayton, OH 45401

(513) 443-2124

(continued)

Business Base

Service business is:
99% contract based
1% hourly per-call

Support is delivered:
99% on site
1% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
medical	other

Principal competition comes from ADP, UCS.

RTK COMMUNICATIONS GROUP

215 Wood Ave.
Middlesex, NJ 08846
(800) 932-0448

George Fenwick, President
Active 6 years in the TPM market

(Previously RT/Katek Communications Group)

The Company

1 service location:
1 repair depot
1 parts depot

34 total service employees:
3 in service management
2 in field support
24 field engineers
5 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, Compaq, Epson, Okidata, Toshiba, Diconix

Products maintained:
microcomputers
peripherals
telecommunications
LAN
modem
FAX

Services provided:
remedial maintenance
software maintenance
training
refurbishment

preventive maintenance
consulting
disaster recovery
conversion/upgrade

(continued)

RTK COMMUNICATIONS GROUP

215 Wood Ave.
Middlesex, NJ 08846
(800) 932-0448

(continued)

Business Base

Service business is:
100% contract based

Support is delivered:
5% on site
95% remote support services

Strategic Factors

Industries targeted include:

manufacturing
utilities
distribution
insurance
services

transportation
medical
banking/finance
education

SCOPUS CORPORATION

333 Aiken St.
Lowell, MA 01853
(800) 225-0893

James Armstrong, Sr., President
\$2.0 million in 1988 TPM revenues
5% growth expected for 1989
Active 17 years in the TPM market

The Company

14 service locations:
1 repair depot
1 parts depot

31 total service employees:
4 in service management
6 in field support
16 field engineers
5 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
CDC, DEC, Memorex, Wang

Products maintained:
mainframes
minicomputers
superminis
peripherals

Services provided:
remedial maintenance
consulting
refurbishment

preventive maintenance
disaster recovery

(continued)

SCOPUS CORPORATION

333 Aiken St.
Lowell, MA 01853
(800) 225-0893

(continued)

Business Base

Service business is:
60% contract based
40% hourly per-call

Support is delivered:
95% on site
5% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
insurance
services
state/local gov't

transportation
medical
banking/finance
education
federal gov't

SECTOR COMPUTER SYSTEMS

5795 Canal Road
Cleveland, OH 44125
(216) 524-5858

Steven Kobe, President
Active 7 years in the TPM market

The Company

17 service locations:
17 repair depots
17 parts depots

32 total service employees:
7 in service management
22 in field support
22 field engineers
3 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
General Automation, DEC, Texas Instruments, IBM

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
modem

Services provided:
manufacturer warranty work
preventive maintenance
installation/relocation
refurbishment

remedial maintenance
training
fourth-party maintenance
conversion/upgrade

(continued)

SECTOR COMPUTER SYSTEMS

5795 Canal Road
Cleveland, OH 44125
(216) 524-5858

(continued)

Business Base

Service business is:
75% contract based
25% hourly per-call

Support is delivered:
90% on site
10% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
medical
banking/finance
services

transportation
distribution
education
federal gov't

SHIELDS BUSINESS MACHINES, INC.

410 North 8th St.
Philadelphia, PA 19123
(215) 922-6161

William Shields, President
\$10.7 million in 1988 TPM revenues
16% growth expected for 1989
Active 20 years in the TPM market

The Company

6 service locations:

6 repair depots
6 parts depots

150 total service employees:

20 in service management
100 field engineers
30 in administration

Geographic coverage includes:

the Northeast
the Southeast

Service Coverage

Brands supported include:

IBM, Diebold, NCR, Xerox, Kodak, 3M, Bell & Howell, ISC,
Compaq, NEC, Epson

Products maintained:

minicomputers
superminis
microcomputers
peripherals
telecommunications
FAX

Services provided:

manufacturer warranty work
preventive maintenance
installation/relocation
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
refurbishment
equipment sale/lease

(continued)

SHIELDS BUSINESS MACHINES, INC.

410 North 8th St.
Philadelphia, PA 19123
(215) 922-6161

(continued)

Business Base

Service business is:
90% contract based
10% hourly per-call

Support is delivered:
90% on site
10% repair depot/carry-in

Strategic Factors

Industries targeted include:	
manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education

Principal competition comes from original equipment manufacturers.

New offerings are to include sales and service of surveillance and security equipment and armored car services.

SIRIUS COMPUTER

14600 Golden West
Suite A101
Westminster, CA 92683
(714) 895-2229

Mel Knutson, President
\$1.9 million in 1988 TPM revenues
15% growth expected for 1989
Active 10 years in the TPM market

The Company

3 service locations:
1 repair depot
1 parts depot

23 total service employees:
1 in service management
4 in field support
18 field engineers

Geographic coverage includes:
the Southwest

Service Coverage

Brands supported include:
Data General, Wang, DEC

Products maintained:
mainframes
minicomputers
microcomputers
peripherals

Services provided:
remedial maintenance
consulting
refurbishment
equipment sale/lease

preventive maintenance
installation/relocation
conversion/upgrade

(continued)

SIRIUS COMPUTER

14600 Golden West
Suite A101
Westminster, CA 92683
(714) 895-2229

(continued)

Business Base

Support is delivered:

90% on site

10% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing

utilities

distribution

insurance

services

state/local gov't

transportation

medical

banking/finance

education

federal gov't

other

Principal competition comes from Wang, DG, CPR, Grumman,
Decision Data.

New offerings are to include facilities management services,
and support of optical disk drives.

SORBUS

A Bell Atlantic Company
50 East Swedesford
Frazer, PA 19355
(215) 296-6000

H. Gene Greer, President
\$175.0 million in 1988 TPM revenues
Active 27 years in the TPM market

The Company

200 service locations:
18 repair depots
2 parts depots

2300 total service employees:
1000 field engineers

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

IBM, Wang, AT&T, CDC, Citizen, C.Itoh, Compaq, Datasouth,
DEC, Diablo, Epson, Hayes, Hazeltine, Iomega, Kaypro,
Mountain, NEC, Northstar, Okidata, Princeton, Quadram,
Rodime, Seagate, Tallgrass, Televideo, Texas Instruments,
Toshiba, Visual

Products maintained:

mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
modem

Services provided:

manufacturer warranty work
preventive maintenance
software maintenance
disaster recovery
fourth-party maintenance
conversion/upgrade

remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
refurbishment

SORBUS

A Bell Atlantic Company
50 East Swedesford
Frazer, PA 19355
(215) 296-6000

(continued)

Business Base

Service business is:
90% contract based
10% hourly per-call

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from IBM.

SRM, INC.

P.O. Box 12586
Greenbay, WI 54307
(414) 497-7863

Roy Jones, President
Active 8 years in the TPM market

The Company

4 service locations:
2 repair depots
2 parts depots

6 total service employees:
1 in service management
5 field engineers

Geographic coverage includes:
the Central states

Service Coverage

Brands supported include:
Unisys, NCR, IBM, Convergent Technologies

Products maintained:
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem
multiplexor

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade
file conversion

(continued)

SRM, INC.
P.O. Box 12586
Greenbay, WI 54307
(414) 497-7863

(continued)

Business Base

Service business is:
60% contract based
25% hourly per-call
15% flat fee/incident

Support is delivered:
50% on site
30% repair depot/carry-in
20% by other means

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
education
state/local gov't

transportation
medical
banking/finance
services
other

SSCI

14762 Bentley
Tustin, CA 92680
(714) 832-7724

Warren Williams, President
\$1.3 million in 1988 TPM revenues
Active 10 years in the TPM market

The Company

6 service locations:
1 repair depot
1 parts depot

12 total service employees:
3 in service management
6 field engineers
3 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
Unisys

Products maintained:
minicomputers
peripherals
telecommunications
modem
multiplexor
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
fourth-party maintenance
conversion/upgrade
file conversion

remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
refurbishment
equipment sale/lease

(continued)

SSCI

14762 Bentley
Tustin, CA 92680
(714) 832-7724

(continued)

Business Base

Service business is:

99% contract based
1% flat fee/incident

Support is delivered:

90% on site
10% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	utilities
medical	education
services	federal gov't
state/local gov't	other

Principal competition comes from DEC, Prime.

STORAGE TECHNOLOGY CORP.

2270 South 88th Street
Louisville, CO 80028
(303) 673-6761

Ryal Poppa, Chairman, President and CEO
\$2.0 million in 1988 TPM revenues
50% growth expected for 1989
Active 4 years in the TPM market

The Company

135 service locations
43 parts depots

70 total service employees:
6 in service management
3 in field support
60 field engineers
2 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest

Service Coverage

Brands supported include:
IBM, Storagetek, McData

Products maintained:
mainframes
peripherals
telecommunications
modem
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance

remedial maintenance
ECO/FCO (change orders)
installation/relocation

(continued)

STORAGE TECHNOLOGY CORP.

2270 South 88th Street
Louisville, CO 80028
(303) 673-6761

(continued)

Business Base

Service business is:
95% contract based
5% hourly per-call

Support is delivered:
95% on site
5% remote support services

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from IBM, NAS, Sorbus.

SYSTEMS SPECIALIST CONSULTANTS

1360 Piper Drive
Milpitas, CA 95035
(408) 942-0300

Carl Joines, President and Owner
\$4.5 million in 1988 TPM revenues
100% growth expected for 1989
Active 8 years in the TPM market

The Company

4 service locations:
3 repair depots
4 parts depots

30 total service employees:
2 in service management
30 field engineers

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, ITT Courier, STC

Products maintained:
mainframes
minicomputers
superminis
peripherals
telecommunications
modem
multiplexor
front-end processors

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
training
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade

(continued)

SYSTEMS SPECIALIST CONSULTANTS

1360 Piper Drive
Milpitas, CA 95035
(408) 942-0300

(continued)

Business Base

Service business is:
98% contract based
2% hourly per-call

Support is delivered:
60% on site
20% remote support services
20% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
education
federal gov't

transportation
medical
insurance
services
state/local gov't

TMC, INC.

16021 Industrial Dr.
Gaithersburg, MD 20897
(301) 948-7377

Richard Weller, President
\$1.5 million in 1988 TPM revenues
10% growth expected for 1989
Active 9 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

23 total service employees:
4 in service management
2 in field support
12 field engineers
4 in administration

Geographic coverage includes:
the Northeast

Service Coverage

Brands supported include:
Wang, Novell, Kennedy, Dataproducts, CDC, IBM

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
LAN
modem

Services provided:
remedial maintenance
ECO/FCO (change orders)
consulting
disaster recovery
fourth-party maintenance

preventive maintenance
software maintenance
training
installation/relocation
conversion/upgrade

(continued)

TMC, INC.
16021 Industrial Dr.
Gaithersburg, MD 20897
(301) 948-7377

(continued)

Business Base

Support is delivered:
95% on site
5% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
distribution	banking/finance
insurance	services
federal gov't	other

Principal competition comes from Wang.

New offerings are to include service for the Wang VS 7000.

TOTAL TEC SYSTEMS

2 Gourmet Lane
Edison, NJ 08837
(201) 906-6500

Anthony Law, President
\$1.4 million in 1988 TPM revenues
15% growth expected for 1989
Active 10 years in the TPM market

The Company

3 service locations:
1 repair depot
1 parts depot

15 total service employees:
2 in service management
3 in field support
8 field engineers
2 in administration

Geographic coverage includes:
the Northeast
the Southeast

Service Coverage

Brands supported include:

DEC, Apple, Convergent Tech, Data Products, Kennedy, LMS,
CDC, Cipher, Megatape, Datability, Maxtor, Micropolis, CIE,
Sigma, Everest, Dyna Five, Link, Falco, Logcraft, Emulex,
Fujitsu, Digital, Ciprico, Lanpar, KOM, Alphatronics,
Data Products

Products maintained:

minicomputers
superminis
microcomputers
peripherals
telecommunications
modem
multiplexor

Services provided:

manufacturer warranty work
preventive maintenance
training
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
software maintenance
disaster recovery
fourth-party maintenance
conversion/upgrade
file conversion

(continued)

TOTAL TEC SYSTEMS

2 Gourmet Lane
Edison, NJ 08837
(201) 906-6500

(continued)

Business Base

Service business is:

- 70% contract based
- 25% hourly per-call
- 5% flat fee/incident

Support is delivered:

- 60% on site
- 10% remote support services
- 30% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
medical	distribution
banking/finance	insurance
education	services
federal gov't	state/local gov't

New offerings are to include voicemail support.

TRI-SYS COMPUTER CORP.

316 North Milwaukee #330
Milwaukee, WI 53202
(414) 291-7979

Don Nelson, CEO
\$0.7 million in 1988 TPM revenues
25% growth expected for 1989
Active 1 year in the TPM market

The Company

1 service location:
1 repair depot

Geographic coverage includes:
the Central states

Service Coverage

Brands supported include:
IBM

Products maintained:
microcomputers
peripherals

Services provided:
manufacturer warranty work
preventive maintenance
consulting
disaster recovery
conversion/upgrade
file conversion

remedial maintenance
software maintenance
training
installation/relocation
equipment sale/lease

(continued)

TRI-SYS COMPUTER CORP.

316 North Milwaukee #330

Milwaukee, WI 53202

(414) 291-7979

(continued)

Business Base

Service business is:

1% contract based

95% hourly per-call

4% flat fee/incident

Support is delivered:

40% on site

40% remote support services

20% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing

services

distribution

Principal competition comes from Bunker Ramo.

TRW CUSTOMER SERVICE DIVISION

15 Law Drive
Fairfield, NJ 07007
(201) 575-7110

Arthur Branstine, President
\$135.0 million in 1988 TPM revenues
Active 13 years in the TPM market

The Company

125 service locations:
50 repair depots
50 parts depots

2100 total service employees:
500 in field support
1300 field engineers

Geographic coverage includes:

the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

3-Com, Altos, Anadex, AT&T, Bell & Howell, Compaq, CDC,
Data Products, Diablo, DEC, Dialog, Emulex, Epson, Esprit,
Fujitsu, Hayes, HP, IBM, Iomega, Kennedy, Link, Mitac,
Mitsubishi, NEC, Okidata, Plus Development, Quantum, Rodime,
STC, Telex, Wyse

Products maintained:

mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN
modem

Services provided:

manufacturer warranty work
preventive maintenance
consulting
installation/relocation
refurbishment
equipment sale/lease

remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

TRW CUSTOMER SERVICE DIVISION

15 Law Drive
Fairfield, NJ 07007
(201) 575-7110

(continued)

Business Base

Service business is:

- 75% contract based
- 10% hourly per-call
- 15% flat fee/incident

Support is delivered:

- 80% on site
- 5% remote support services
- 10% repair depot/carry-in
- 5% by other means

Strategic Factors

Industries targeted include:

- manufacturing
- medical
- banking/finance
- services
- state/local gov't

- transportation
- distribution
- insurance
- federal gov't

UNISYS

PO Box 500
Blue Bell, PA 19424
(215) 542-4011

G. R. Gazerwitz, President, Customer Services
\$35.0 million in 1988 TPM revenues
Active 5 years in the TPM market

The Company

339 service locations:
64 repair depots
1 parts depot

9000 total service employees:
7200 field engineers

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:

IBM, DEC, C.Itoh, Compaq, Dataproducts, Epson, Fujitsu,
Genicom, Hayes, HP, Kennedy, Mannesman, Maxtor, Micropolis,
Microscience, Miniscribe, NEC, Okidata, Panasonic, Paradyne,
Plus, Princeton Graphics, Printronix, QMS, Seagate,
Tallgrass, Toshiba, Wyse

Products maintained:

mainframes
minicomputers
superminis
microcomputers
peripherals
telecommunications
LAN

Services provided:

manufacturer warranty work
preventive maintenance
software maintenance
training
refurbishment

remedial maintenance
ECO/FCO (change orders)
consulting
installation/relocation
conversion/upgrade

UNISYS
PO Box 500
Blue Bell, PA 19424
(215) 542-4011

(continued)

Business Base

Service business is:
90% contract based
10% hourly per-call

Strategic Factors

Industries targeted include:
transportation
distribution
services

medical
banking/finance

UNITED COMPUTER SYSTEMS, INC.

13206 Estrella Avenue D
Gardena, CA 90248
(213) 769-5704

Robert Mowry, President
Active 7 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

11 total service employees:
1 in service management
2 in field support
7 field engineers
1 in administration

Geographic coverage includes:
the Southwest
the Northwest

Service Coverage

Brands supported include:
Concurrent, NCR, AT&T, DEC

Products maintained:
minicomputers
microcomputers
peripherals

Services provided:
remedial maintenance
software maintenance
training
fourth-party maintenance
equipment sale/lease

preventive maintenance
consulting
installation/relocation
conversion/upgrade

(continued)

UNITED COMPUTER SYSTEMS, INC.

13206 Estrella Avenue D
Gardena, CA 90248
(213) 769-5704

(continued)

Business Base

Service business is:
85% contract based
15% hourly per-call

Support is delivered:
90% on site
5% remote support services
5% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
state/local gov't

utilities

UNITED COMPUTER SYSTEMS, INC.

10015 Old Columbia Rd.
Building D-230
Columbia, MD 21046
(301) 621-8500

Lawrence Letlow, President
\$1.0 million in 1988 TPM revenues
25% growth expected for 1989
Active 3 years in the TPM market

The Company

1 service location:
1 repair depot
1 parts depot

14 total service employees:
3 in service management
3 in field support
6 field engineers
2 in administration

Geographic coverage includes:
the Northeast

Service Coverage

Brands supported include:
IBM, Epson, Okidata, NEC, AST, COMPAQ, Zenith, HP

Products maintained:
microcomputers
peripherals
telecommunications
LAN
modem

Services provided:
manufacturer warranty work
preventive maintenance
consulting
disaster recovery
fourth-party maintenance
conversion/upgrade
file conversion

remedial maintenance
software maintenance
training
installation/relocation
refurbishment
equipment sale/lease

(continued)

UNITED COMPUTER SYSTEMS, INC.

10015 Old Columbia Rd.
Building D-230
Columbia, MD 21046
(301) 621-8500

(continued)

Business Base

Service business is:
50% contract based
50% hourly per-call

Support is delivered:
80% on site
20% repair depot/carry-in

Strategic Factors

Industries targeted include:
manufacturing
utilities
distribution
services
state/local gov't

transportation
medical
education
federal gov't

Principal competition comes from Computerland, IBM.

URS INFORMATION SYSTEMS, INC.

1 Pope St.
Wakefield, MA 01880
(617) 438-4300

Thomas G. McHugh, President
\$2.0 million in 1988 TPM revenues
15% growth expected for 1989
Active 20 years in the TPM market

The Company

400 service locations:

- 1 repair depot
- 3 parts depots

25 total service employees:

- 1 in service management
- 5 in field support
- 18 field engineers
- 1 in administration

Geographic coverage includes:
the Northeast

Service Coverage

Brands supported include:
IBM, Telex, Zenith

Products maintained:
microcomputers
peripherals
telecommunications
front-end processors

Services provided:
remedial maintenance
installation/relocation
conversion/upgrade

preventive maintenance
refurbishment
equipment sale/lease

(continued)

URS INFORMATION SYSTEMS, INC.

1 Pope St.
Wakefield, MA 01880
(617) 438-4300

(continued)

Business Base

Service business is:

- 85% contract based
- 10% hourly per-call
- 5% flat fee/incident

Support is delivered:

- 98% on site
- 1% remote support services
- 1% repair depot/carry-in

Strategic Factors

Industries targeted include:

- | | |
|---------------|-----------------|
| manufacturing | transportation |
| utilities | medical |
| distribution | banking/finance |
| services | |

Principal competition comes from IBM.

New offerings are to include service for PC Compatibles,
DEC and Apple.

WESTERN UNION

427 South La Salle
Chicago, IL 60605
(312) 435-1555

Robert Aman, President
\$4.0 million in 1988 TPM revenues
-15% growth expected for 1989
Active 21 years in the TPM market

The Company

50 service locations:
1 repair depot
1 parts depot

300 total service employees:
15 in service management
15 in field support
240 field engineers
30 in administration

Geographic coverage includes:
the Northeast
the Southeast
the Central states
the Southwest
the Northwest
and non-continental US

Service Coverage

Brands supported include:
IBM, Extel, American Datacom, Sears, Honeywell,
General Electric

Products maintained:
minicomputers
microcomputers
peripherals
telecommunications
PBX
modem
multiplexor

Services provided:
manufacturer warranty work
preventive maintenance
software maintenance
installation/relocation
refurbishment
file conversion

remedial maintenance
ECO/FCO (change orders)
training
fourth-party maintenance
conversion/upgrade

(continued)

WESTERN UNION

427 South La Salle
Chicago, IL 60605
(312) 435-1555

(continued)

Business Base

Service business is:

- 75% contract based
- 20% hourly per-call
- 5% flat fee/incident

Support is delivered:

- 75% on site
- 10% remote support services
- 10% repair depot/carry-in
- 5% by other means

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	medical
distribution	banking/finance
insurance	education
services	federal gov't
state/local gov't	other

Principal competition comes from IBM, TRW, RCA, Dow Jones, Data Resources.

XEROX CORP.

Xerox Square
Rochester, NY 14644
(800) 832-6979

David T. Kearns, CEO & Chairman
Active 8 years in the TPM market

The Company

71 service locations:

71 repair depots

71 parts depots

2000 total service employees:

11 in service management

20 in field support

1952 field engineers

17 in administration

Geographic coverage includes:

the Northeast

the Southeast

the Central states

the Southwest

the Northwest

and non-continental US

Service Coverage

Brands supported include:

IBM, Compaq, Panasonic, Hewlett-Packard, Okidata, Novell,

3-Com, Epson, Apple, Dell, Okidata

Products maintained:

minicomputers

superminis

microcomputers

peripherals

telecommunications

LAN

PBX

modem

FAX

multiplexor

satellite earth stations

front-end processors

Services provided:

manufacturer warranty work

preventive maintenance

software maintenance

training

fourth-party maintenance

conversion/upgrade

remedial maintenance

ECO/FCO (change orders)

consulting

installation/relocation

refurbishment

equipment sale/lease

(continued)

XEROX CORP.

Xerox Square
Rochester, NY 14644
(800) 832-6979

(continued)

Business Base

Service business is:

- 80% contract based
- 10% hourly per-call
- 10% flat fee/incident

Support is delivered:

- 70% on site
- 5% remote support services
- 25% repair depot/carry-in

Strategic Factors

Industries targeted include:

manufacturing	transportation
utilities	distribution
banking/finance	insurance
education	services
federal gov't	state/local gov't
other	

New offerings are to include network software support,
customer training.

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